

*During Your Stay at Memorial*



*With our attention focused on you,  
meeting your needs is our first objective.*







## Welcome

*Memorial Hospital's entire staff welcomes you. We hope you have as pleasant a stay as possible, a successful recovery, and an early return home.*

*With our attention focused on you, meeting your needs is our first objective. Normal hospital procedures can sometimes be confusing and stressful, so we hope you will not hesitate to ask questions. Also, please feel free to direct any questions or concerns you have to your physician or the nursing professionals who coordinate your care.*

*The information in this brochure is designed to help familiarize you with Memorial, and hopefully make you feel more at ease.*

*Thank you for choosing Memorial. We will do our best to exceed your expectations.*

*Sincerely,*



*Mark J. Turner  
President and CEO*



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## WHO WE ARE

### *Our mission is to*

Provide exceptional healthcare and compassionate service.

Since its inception in 1958, Memorial has provided comprehensive healthcare services. Memorial combines modern facilities; state-of-the-art medical equipment; more than 2,200 skilled employees; over 300 professional primary care and specialty physicians; and a variety of Allied Health Professionals and staff to provide you with a 313-bed, full-service medical center offering a broad range of quality, cost-efficient healthcare services.

For more information, a hospital statistical report listing the number of procedures performed is available.

### *Our Vision*

Memorial, in partnership with its medical staff, employees, volunteers, and the community, is committed to being the healthcare provider of choice by:

Delivering extraordinary clinical care and compassionate service to patients—every day

Continually identifying performance improvement opportunities

Expanding services based on community need and enhancing accessibility to care

Providing physical facilities and acquiring the advanced technology to exceed patient and physician expectations

Being the employer of choice; continuing to recruit and retain skilled staff committed to providing service excellence to patients, visitors, and co-workers

### *Convalescent Center*

Memorial Convalescent Center, a 108-bed, Medicare-approved facility, provides its residents with skilled nursing and rehabilitative services in a clean, comfortable, and attractive atmosphere—with Memorial Hospital's comprehensive services easily accessible through a connecting tunnel.

### *Home Care*

Memorial's Home Care provides professional treatment and care for those who are recuperating, disabled, or chronically ill and require services in the home environment. For more information, call (618) 257-5700.


### *Belleville Health and Sports Center*

This unique facility offers instruction from medical and sports professionals and a broad range of fitness and conditioning programs, including personal training, reformer pilates, weight training, studio cycling, and a cardiovascular fitness center.

For older members, we offer 55 PLUS Health and Fitness program, a workout plan specifically designed to meet the conditioning needs of people age 55 and up.

### *Ownership and Affiliation*

Memorial Hospital and Memorial Convalescent Center are owned and operated by Protestant Memorial Medical Center, Inc. This community-based, not-for-profit corporation is an affiliate of Memorial Group, Inc., the parent holding company formed to coordinate the operations of its affiliate corporations, which also include Southwest Illinois Health Ventures, Inc. and Memorial Foundation, Inc., the charitable fundraising organization which helps support the hospital.



*Memorial has a wide variety of excellently trained primary care and specialty physicians.*



## *Accreditations, Licensures, Designations, and Memberships*

- Licensed by the State of Illinois Department of Public Health
- Accredited by the Healthcare Facilities Accreditation Program
- Member, St. Louis Metropolitan Hospital Council
- Member, Illinois and American Hospital Associations and Illinois Health Care Association
- Member, Voluntary Hospitals of America
- Cancer Program accredited by the American College of Surgeons' Commission on Cancer
- Mammography certified by the Illinois State Department of Nuclear Safety and accredited by the American College of Radiology
- Laboratory accredited by the College of American Pathologists, AABB/FDA
- Blood Bank accredited by the American Association of Blood Banks
- Respiratory Care/Blood Gas Analysis accredited by the College of American Pathologists
- Vascular Lab accredited by The Intersocietal Commission for the Accreditation of Vascular Laboratories
- Echo Lab accredited by The Intersocietal Commission for the Accreditation of Echocardiography Laboratories
- Cardiac Rehabilitation program certified by the American Association of Cardiovascular and Pulmonary Rehabilitation
- Sleep Disorders Center accredited by the American Academy of Sleep Medicine
- MRI Center accredited by the American College of Radiology
- Diagnostic ultrasound accredited by the American College of Radiology
- Center for Diabetes Education certified by the American Diabetes Association
- Memorial Home Care recognized as a HomeCare Elite agency, placing it among the top 25% nationwide

## *About Memorial's Medical Staff*

Memorial, and the communities it serves, is fortunate to have a wide variety of well-trained primary care and specialty physicians as members of its medical staff. Physicians who treat patients at Memorial are independent practitioners. They are not Memorial's employees or agents. Memorial does not control nor is it responsible for their medical treatment decisions.



## WHAT YOU NEED TO KNOW

### *Room Assignment*

During the pre-admission process, you may have indicated the type of accommodations you prefer—semi-private or private. Every effort will be made to honor your request; however, during high occupancy periods, we may not be able to provide you with the room of your choice.

### *ID Bracelet*

Upon admission, you will receive an identification bracelet. It contains your name, patient number, gender, birth date, and doctor's name. It is vital in assisting Memorial's personnel in correctly identifying you. You must wear the bracelet during your entire hospital stay. If you have a food, drug, or latex allergy, you also will be given a red or yellow bracelet to alert our staff to your known allergies.

### *Personal Items*

If you have eyeglasses, contact lenses, dentures, or a hearing aid, please keep these items in the bedside table when not in use.

Because of possible fire and safety hazards and accreditation standards, patients are not permitted to bring personal electrical equipment with them to the hospital. Exceptions include electric razors and blow dryers, if without defect. Battery-operated items are permitted.

### *Call Button*

The call button on your bedside control signals the nurses' station. Press the button, and when your call is answered, state your request in a normal speaking voice. The TV remote control and overhead light controls are also located on your bedside control. Your nurse will demonstrate how the controls work.

Special call button equipment is available for the visually impaired.





### *Flowers and Mail*

Flowers and mail will be delivered to you Monday through Friday as they are received. For your convenience, outgoing mail is also picked up. If you are allowed to be ambulatory, a mailbox is located at the north entrance of the hospital.

Fresh flowers are not allowed in the Intensive Care Unit or the Intermediate Care Unit.

### *Guest Internet*

Memorial provides Internet access for the exclusive benefit of its patients, visitors, physicians, vendors, and employees. Terms and conditions of use apply. You will be asked to accept/agree to these terms before accessing the wireless connection.

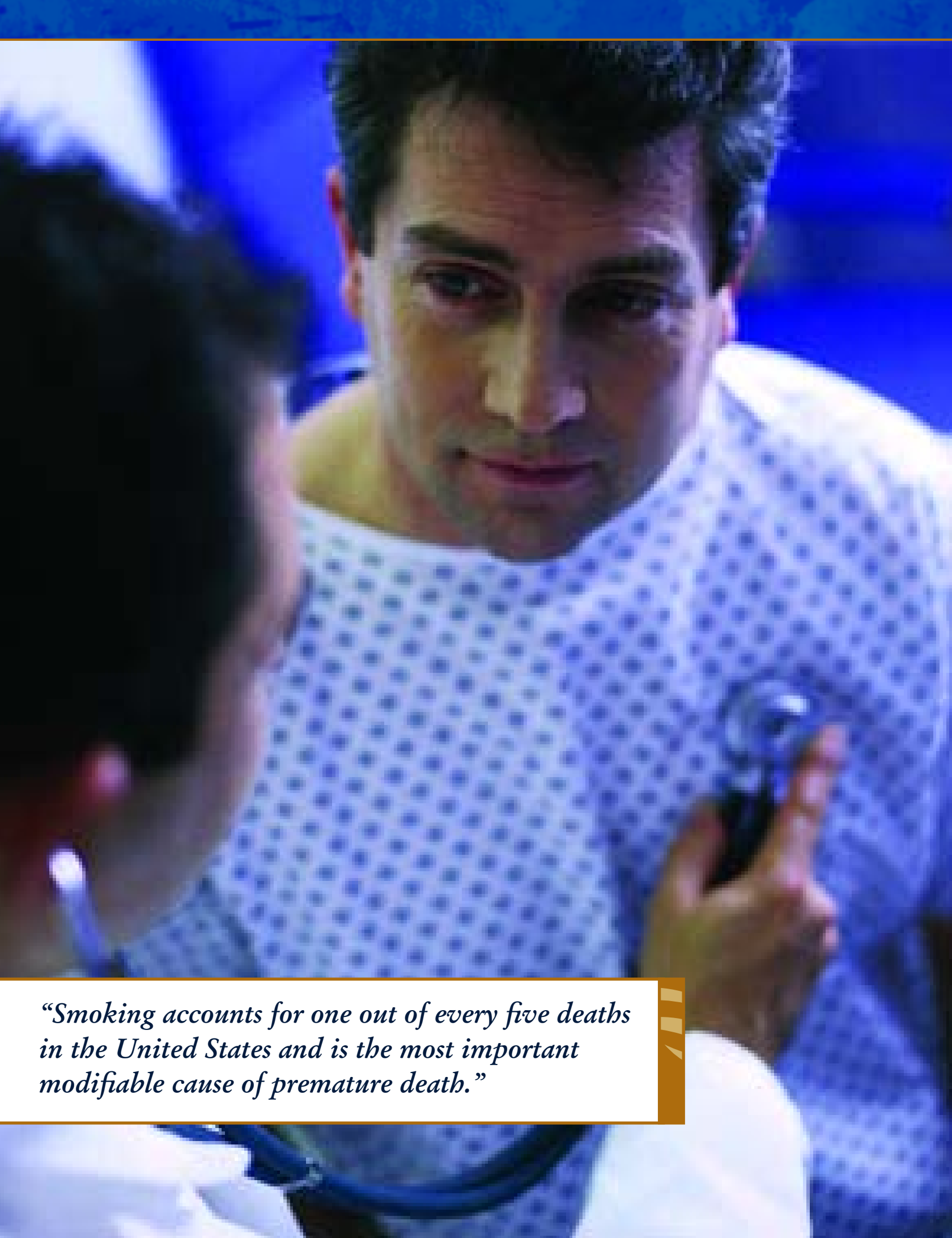
Please be aware that some web sites cannot be accessed. Memorial does not provide technical support, nor is it responsible for damage or loss of equipment.

### *Newspapers*

Auxiliary volunteers sell newspapers Monday through Friday on each nursing unit and at the Surgical Waiting Lobby desk. Newspapers can be purchased seven days a week in the Gift Shop.

### *Valuables*

We strongly urge you to leave large amounts of money, credit cards, and valuables at home, or entrust them to a relative or friend. If this is not possible, please arrange with your nurse to have them deposited in the hospital vault. Memorial Hospital is not responsible for money or valuables kept in your room.



*“Smoking accounts for one out of every five deaths in the United States and is the most important modifiable cause of premature death.”*



## Telephone

With the exception of ICU, there is a telephone on each patient's bedside stand. For any telephone assistance, dial "0." Family members and friends can call your room phone directly between 7 a.m. and 9 p.m. To do so, please ask your family and friends to dial "257-4" plus your three digit room number. For example, the telephone number in Room South **101** is 257-4**101**. For patients admitted to the Intermediate Care Unit (IMCU) rooms, the direct telephone number is "257-48" plus the two-digit room number. For example, the telephone number for IMCU Room 18 is 257-48**18**.

To allow uninterrupted sleep for you and other patients, outside calls made to patient rooms between 9 p.m. and 7 a.m. are routed to Memorial's main switchboard. Emergency calls during this time period will be redirected to the Nurses Station on your unit and coordinated through the nursing staff.

## Outgoing Calls

For local calls, dial "81," listen for the dial tone, and then dial the desired number. Long-distance calls must be placed as collect, using a calling card or billing to your home number. This can be done by dialing "81" + "0" and providing the outside operator the needed billing information. For 800 numbers or calls to local cellular phones, dial "0" and ask the hospital operator for assistance.

If you change rooms, please let your family and friends know, so they may reach you without any unnecessary inconvenience. If your family and friends do not know your room number, they may dial the main hospital phone number at (618) 233-7750, and the hospital operator will direct the call to your room.

TTD equipment is available for use by hearing impaired persons. If you need this equipment, please contact the nursing staff and they will provide it for you.

## Television

Memorial and its Auxiliary provide television sets with pillow speakers and remote controls. A list of available channels as well as current movie selections is provided. Should you experience a problem with the television in your room, please advise the nursing personnel caring for you. Televisions are equipped with Closed Caption capability, and the staff can activate this feature for you at any time.

Educational videos are also available on your television (channels 22 through 27). You can access these programs by dialing 4444 on your telephone and then entering the video number. A current listing of available programs is provided in the back of this folder.

## Smoking

In compliance with the Smoke Free Illinois Act and to promote health and wellness in the community, Memorial Hospital, Memorial Convalescent Center, its diagnostic and physical therapy centers, and its medical office centers are tobacco free. Tobacco use of any kind is not permitted on any of Memorial Hospital's properties.

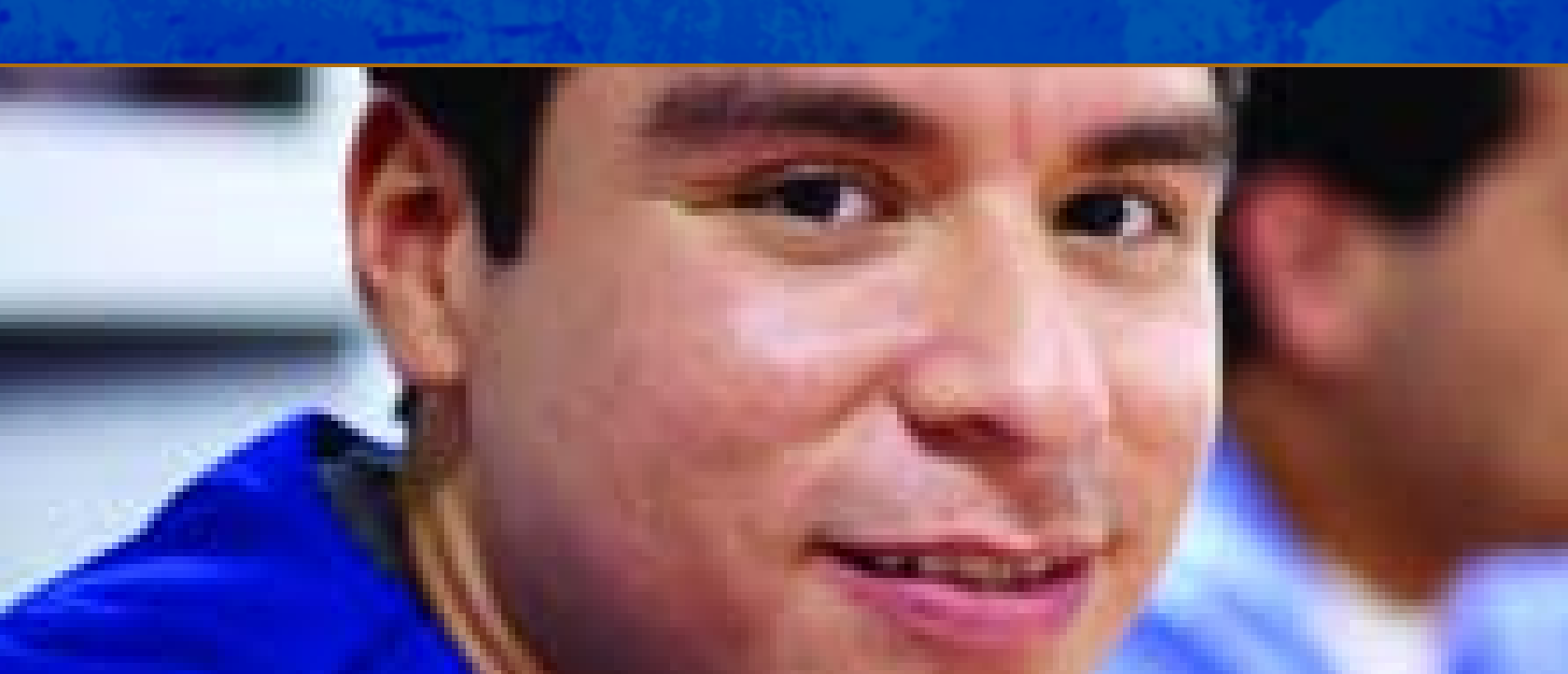
Smoking cessation resources are available. Please ask the nursing staff for more information.

"Smoking accounts for one out of every five deaths in the United States and is the most important modifiable cause of premature death."

**Source:** *Treating Tobacco Use and Dependency, Quick Reference Guide for Clinicians*

For more information about the risk of smoking and how to quit, ask your nursing staff. The phone number for the local American Lung Association is (618) 344-8891.





*Cafeteria*

The Cafeteria, open seven days a week, is located on the lower level, south end of the hospital.

The hours are as follows:

Breakfast	6:30-9:45 a.m.
Lunch	10:45-1:45 p.m.
Dinner	4:00-6:15 p.m.

*Coffee Shop*

The Coffee Shop, located adjacent to the Main Lobby, is open 24 hours a day and serves beverages, sandwiches, salads, and snacks.

*Vending Machines*

Soda and candy are available from vending machines located in the lower level of the center and northwest corridors and in the Family-Employee break areas.

*ATM*

For your convenience, an ATM is located adjacent to the Surgical Waiting Lobby on the south end of the hospital.

*Visiting Hours*

*No more than two visitors are allowed at a time.*

All Nursing Units	11 a.m.-8 p.m.
(Except as listed below)	

Mother/Baby Unit	11 a.m.-8 p.m.
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If the baby is present, visitors may remain with mother's permission. Siblings under age 6 may visit mothers and newborns under Sibling Visitation Program guidelines.

Pediatric Unit	11 a.m.-8 p.m.
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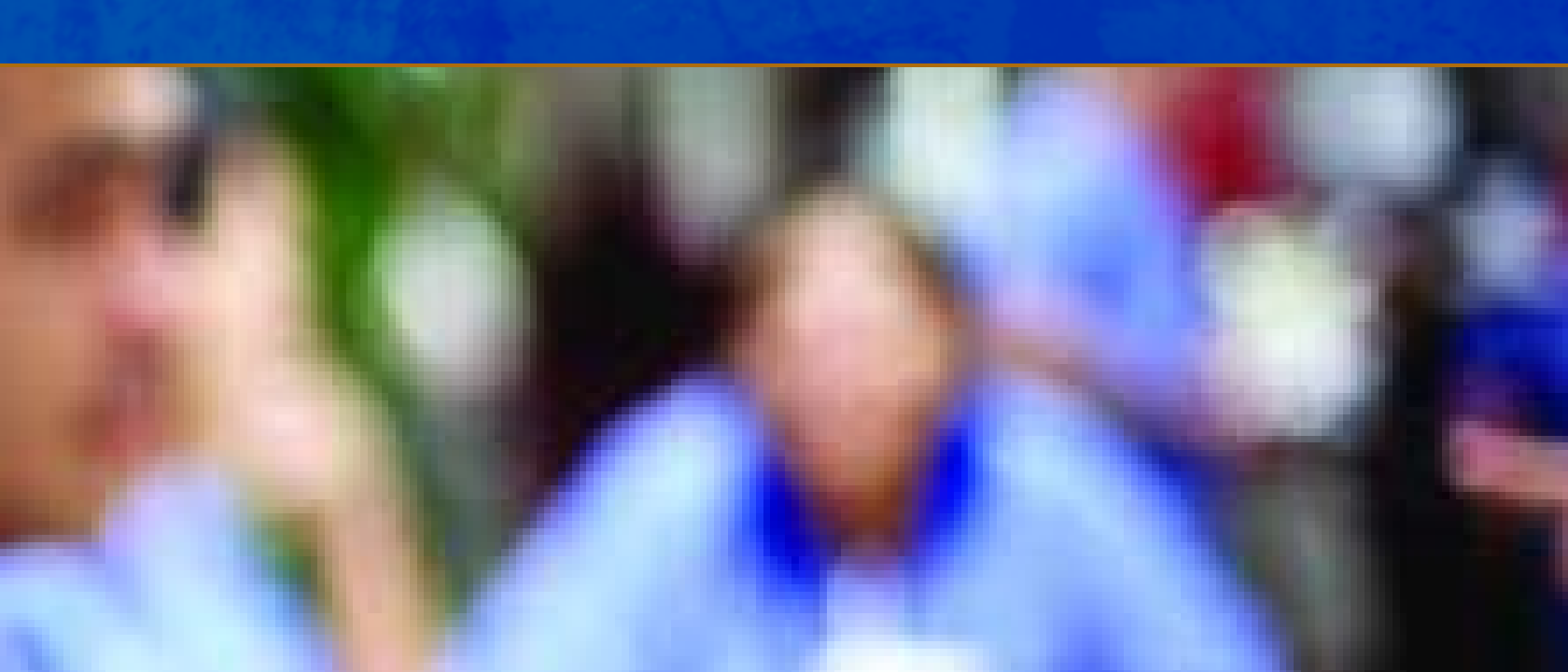
Parents/significant others may stay with children 24 hours a day.

Intensive Care Unit	5 a.m.-7 a.m.
	11 a.m.-7 p.m.
	8 p.m.-9 p.m.

One visitor at a time. Children under age 14 can only visit with special arrangement.

Intermediate Care Unit (IMCU)	11 a.m.-8 p.m.
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Convalescent Center	10 a.m.-8 p.m.
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### *After Normal Visiting Hours*

Visitor passes will be issued by Safety and Security to visitors desiring to remain after normal visiting hours because of the patient's condition. This normally involves critical/terminal patients or pediatric patients. Visitor passes are designated by color for the day of the week. Only one visitor per patient may stay in the patient's room after normal visiting hours.

For your health and safety, please advise your guests of the following:

- Lengths of visits should be determined by a patient's condition.
- Do not sit on patient beds.
- Children ages 6-12 should be accompanied and supervised by an adult.
- Children under age 6 can visit by special arrangement with the nursing staff.
- Food or drink is not permitted in patient rooms.
- Pets are not permitted in the hospital.
- If visitors have a cold or the flu, please ask them to postpone their visit.
- Visitors cannot stay overnight in a semi-private room. If you are in a semi-private room, please help your guests respect your roommate's need for quiet and privacy.

### *Gift Shop*

Memorial Hospital Auxiliary's Gift Shop is adjacent to the Main Lobby. Flowers, plants, cards, toiletries, magazines, books, candy, jewelry, and other gift items are available in the Gift Shop, which is open:

Monday-Friday	9 a.m.-8 p.m.
Saturdays	9 a.m.-5 p.m.
Sundays	11 a.m.-5 p.m.

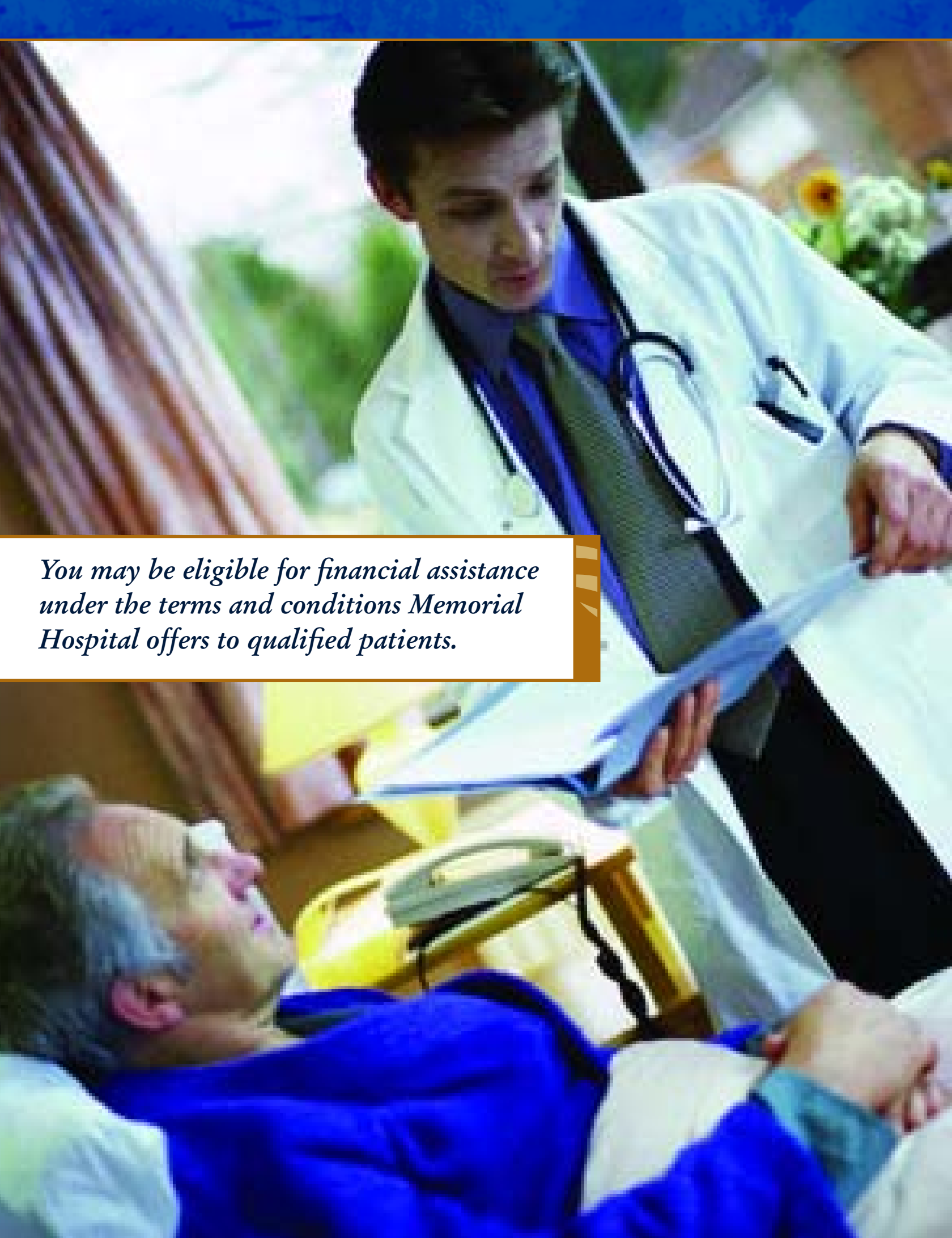
Volunteers also visit each nursing unit several afternoons throughout the week with the Gift Shop cart, which is stocked with a variety of selected items. Cigarettes and other tobacco products are not available.

### *Chaplain*

A chaplain is available to assist with the spiritual needs of all patients, regardless of religious preference. You may contact the Chaplain's Office at Extension 5291 or request a referral through your nurse.

### *Chapel*

The George and Catharine Muehlhauser Chapel, located on the main floor adjacent to the Surgical Waiting Lobby, is open 24 hours a day for meditation and prayer.



*You may be eligible for financial assistance  
under the terms and conditions Memorial  
Hospital offers to qualified patients.*



## Religious Services

Sunday	9 a.m.	Sunday School (non-denominational) Memorial Convalescent Center
	10 a.m.	Worship (non-denominational) Memorial Hospital
Monday	11 a.m.	Catholic Mass Served by the Priest of Ministry to the Sick and Aged, Belleville Diocese (Held on first and third Monday) Memorial Convalescent Center
	11 a.m.	Rosary with Communion Memorial Convalescent Center (Held on second, fourth, and fifth Monday)
	4 p.m.	Vesper Service (non-denominational) Memorial Convalescent Center
Wednesday	10 a.m.	Bible Study (non-denominational) Memorial Convalescent Center

### Special Occasions

Other worship services and masses are offered during special seasons and holy days. Times and locations will be announced.

## Food Service

You will be given a menu in the morning to make your meal selection for the following day. Menus are collected in the afternoon. Typically, patients are served meals during the following times:

Breakfast	7 a.m.-9 a.m.
Lunch	11 a.m.-1 p.m.
Dinner	4 p.m.-6 p.m.

If you are out of your room for testing when the meal trays are served, your nurse will contact the Dietary Department to have your meal served after you return from your test.

## Financial Assistance

If you do not have health insurance or your insurance does not adequately cover the cost of your care, financial assistance may be available to you.

While you are here, please see our financial counselor in Patient Accounts (Monday through Friday, 8:30 a.m. to 4:30 p.m.) if you need help to pay your bill, or you may call (618) 257-5530.

If you have any questions regarding your hospital bill, contact Memorial's Patient Accounts Department at (618) 257-5510, and you will be directed to someone who can assist you.

## Bills from Other Providers

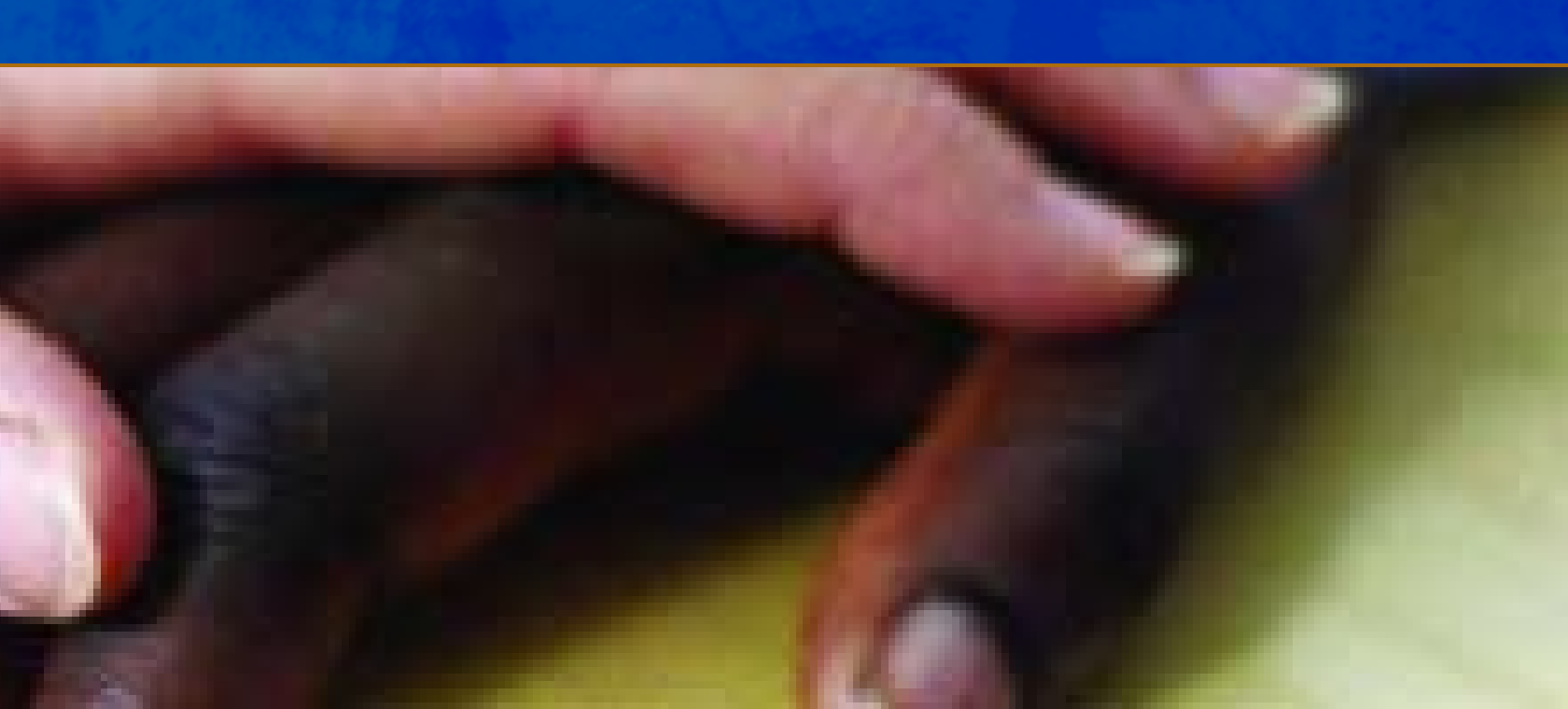
Please be aware that you may receive a separate bill from your physician(s) and other healthcare professionals who are involved in your care. Be aware that the physicians and other independent contractors may have separate collection policies and practices.



## *Statement of Patient Rights*

Every patient has the right to:

- Care and comfort that is considerate, dignified and respectful regardless of race, religion, creed, sex, age, handicap, ethnicity, marital status, citizenship status, military service, pregnancy, or sexual orientation.
- Be completely informed in advance of care or treatment and to actively participate in the planning of care. If you choose, this same information may be given to a family member or other person(s) designated by you.
- Consent or refuse treatment after being informed of the benefits, risks, and alternatives to treatment.
- Consent or refuse participation in a research study and/or human experiment without compromising your care. You have the right to a complete explanation of the research study or experiment before you agree to participate.
- Know the professional status of each physician, nurse, or person participating in your care. If students, trainees, or residents are participating in your care, you must be informed.
- Know the reason for any proposed change in the professional staff responsible for your care.
- Personal privacy. Discussion of your case, consultation, examination, and treatment should be conducted in a manner to protect your privacy.
- Confidentiality. Expect that all communications and records pertaining to your care are maintained as confidential by the hospital, except where disclosure is required or permitted by law. Disclosures are permitted or required by law in certain instances, such as cases of suspected abuse, public health hazard, or where a patient has been the victim of a crime, such as a gunshot wound, etc.
- Access information contained in your clinical record or to have your legal representative review the medical record. Additionally, you and/or your representative also have the right to have your medical record explained or interpreted as requested, except where prohibited by law.
- Know the reason for transfer either within or outside the facility.
- Know the relationship of the facility to other persons or organizations participating in the provision of your care.
- Access to the cost, itemized when possible, of services rendered within a reasonable period of time.



- Be informed as to the sources of reimbursement for services and any limitations that may be placed upon your care.
- Be free from unnecessary use of physical and/or chemical restraint, and/or seclusion, as a means of coercion, convenience, or retaliation. Restraint/safety measures are only used in accordance with regulatory requirements to protect your safety and the safety of others.
- Obtain and complete forms for an advance directive, such as a power of attorney for healthcare, healthcare proxy, or living will, with the purpose of planning your treatment choices. You may also designate someone to make decisions for you in the event you are unable to make your own healthcare decisions. The facility will honor your wishes as set forth in the legal document to the extent permitted by law and hospital policy.
- Have a family member or your designated representative and your own physician contacted when you are admitted.
- Have pain treated as effectively as possible.
- Receive care in a safe environment—free from verbal and physical abuse and harassment.
- Expect that the hospital will make a reasonable response to your request for clinically appropriate and medically indicated care and services, provided that the request is within the facility's capabilities, capacities, and policies.
- Expect reasonable continuity of care when appropriate and to be informed by your physician(s) and/or other caregivers of available and realistic patient care options when hospital care is no longer appropriate.
- Be informed of hospital policies, procedures, and practices that relate to your care, treatment, and responsibilities.
- Be informed about the available resources for resolving disputes, grievances, and conflicts relating to patient care and billing practices, including but not limited to contact information for the Nurse Manager/Department Manager, Patient Care Coordinator (618) 257-5662, Financial Counselor (618) 257-5530, and/or an ethical consultation through Memorial's Ethics Committee. You or your designated representative(s) may ask the nurse or other hospital personnel for assistance in contacting these individuals or state agency phone numbers.





*We encourage your family to provide us with any information that may make your stay safer and more comfortable.*

## *Your Safety Is Important to Us*

One of the most important things you can do to get the best results from your healthcare providers is be involved. Research shows that patients who are involved with their care tend to get better results. That means taking part in every decision about your healthcare. We will strive to provide you and your family with safe and effective care. Please feel free to talk with your caregivers if you have questions or concerns about your care or safety. You may also call our Patient Care Coordinator at (618) 257-5662. Below are some specific tips about what works best.

### *Reduce Your Risk of Falling*

We know that hospital surroundings can be unfamiliar. For example, your hospital bed might be a different height than the one you have at home, or medications prescribed by your doctor may make you drowsy or unsteady on your feet.

By observing a few simple safety precautions, your risk of falling can be greatly reduced.

- Use your call light. We are here to help you get up and return to bed safely.
- Your bed has side rails, which may be raised as a reminder that you should stay in bed until assistance arrives.
- Please wear slippers with non-skid soles whenever you are up and out of bed. Walking in bare feet or socks increases your chance of falling.
- Be sure to use your crutches, walker, or cane as needed. If you feel uncomfortable about using this equipment, please call the nursing staff.
- Get up slowly from your bed or chair to avoid dizziness. If you feel dizzy, stay where you are and call the nurse.

## *Help from Your Family*

Your family plays an important role in your safety as a patient. We encourage your family to provide us with any information that may make your stay safer and more comfortable.

We ask patients and family to:

- Keep the nurse call light within reach.
- Keep the activity-of-daily-living needs at the bedside (i.e. brush, glasses, tissues, etc.).
- Stay with your family member if he/she is confused.
- If you notice any sort of change in your hospitalized family member, tell the nurse.
- We appreciate your assistance in helping to keep our environment safe for your loved one.

### *Take Medication(s) Safely*

- Make sure your nurse knows about any allergies and adverse reactions you have had to medicine. This will help you avoid getting medication that may harm you.
- After showing the medications you currently take to the nurse upon admission, please have a family member take the medicine home.
- Medications that you were taking at home should not be taken while in the hospital, unless your doctor is aware and has approved you to do so.
- Tell the nurse about any over-the-counter medications or herbs you take at home, as they may interfere with other medications.
- Show the nurse your armband before he/she gives you medication.
- If you have a question about a medication the nurse is giving you, please ask.
- If you have any suggestions regarding medication safety, please share them with the nurse or doctor.

Taking an active role in safe medication use has many advantages. The more you know about your medication, the better you are able to care for yourself. We encourage your questions.

## *Help Prevent Infections*

Another important hospital safety consideration is the prevention of infections. Infections can occur after many types of medical procedures, especially if you have had surgery. There are things you, the patient, can do to help prevent infections from developing.

- Wash your hands after handling soiled material and especially after using the bathroom. Family members are encouraged to wash their hands prior to and following a visit with the patient.
- If you have a catheter (IV) in a vein, keep the skin around the dressing clean and dry. Tell the nurse if it becomes soiled.
- If you have a surgical dressing, keep it clean and dry. Follow the instructions from your doctor for removing the dressing and showering following surgery.
- Smoking, being overweight, and having diabetes all increase your risk of developing an infection. Talk with your doctor for information about dealing with these risks.
- Some illnesses require additional precautions. If needed, an isolation sign will be placed outside your room. It does not list your illness, but tells visitors and staff about precautions.
- It is okay to ask your care providers to wash their hands.

## *Discharge Information*

Your discharge from the hospital is a crucial transition in your care. An important step in your discharge is complete and accurate instructions. Your care team, consisting of your nurse, doctor, care manager, and social worker, has been working with you to identify what supplies and services you may need after you leave the hospital. The care manager or social worker will make the final arrangements for these services the day of discharge.

In order to have all the information necessary for your discharge, several physicians may need to be contacted. Each physician has specific orders that need to be completed in relation to medications, follow up, etc. Some physicians may want to see you before you leave, possibly delaying your departure. Additionally, test results may have to be obtained, medical equipment ordered, etc., before we can finalize your discharge and assist you in leaving.

Each step has a process. We are sensitive to your time and needs; however, your safety is of the utmost importance. We realize you will be getting a lot of information at discharge. We want to make sure you fully understand all of the information presented and have the opportunity to ask questions. All instructions will be in writing. Make sure you can read the handwriting for any written instructions or prescriptions that are given to you. We welcome your family/significant other to be present.

The staff will keep you informed during this process. Your hospital charges are not based on time of discharge. Feel free to call and keep your family/significant other informed, as we realize their time is also valuable. Our goal is to make this process easy for you as well as your family/significant other. Please let us know how we may further serve your needs.

Every attempt will be made to expedite a timely discharge from the hospital. Make sure that you take everything, such as equipment and the medications you brought from home, when you leave the room.

Ask questions so that you fully understand your doctor's plan of care for you. The better you understand these instructions, the better you are able to take care of yourself after discharge.



### *Patient/Family Responsibilities*

The patient and, when appropriate, family members are responsible for:

- Providing the physician and hospital staff accurate and complete information about the patient's present medical problems, past illnesses and hospitalizations, medications, and other health-related matters.
- Promptly reporting to the physician and hospital staff unexpected changes in the patient's condition.
- Making it known whether the patient understands the recommended course of treatment and what is expected by the physician and hospital staff. (A certified interpreter can be provided for the hearing impaired. Foreign language interpreters can be made available on an as-needed basis.) If you do not understand, please ask a member of your healthcare team.
- Speak up if you have questions or concerns. Every effort will be made to adapt your treatment plan to your specific needs and limitations.
- Following the recommended treatment plan.
- Acknowledging the consequences if the recommended treatment plan is not followed.
- If you have questions why a test or procedure is being done, find out why and make sure you ask for the results.
- If you are having surgery, make sure you and your surgeon agree on exactly what will be done.
- Being considerate of the rights of other patients and the hospital staff.
- Following the hospital's rules related to patient care, including control of noise, smoking, and number of visitors.
- Being considerate of the property of other patients as well as the hospital.
- Providing complete and accurate information about your insurance and ability to meet financial obligations.



### *Our Service Evaluation Program*

We appreciate being able to serve you. After discharge, we'll send you a Patient Survey and ask you how we did, but more importantly, how we can do even better.

We want you to be informed and satisfied with your care. We encourage you to direct any questions or concerns to the nursing professionals who coordinate your care or to Nursing Administration.

If you have a compliment or a concern, you also may call the Patient Care Coordinator at (618) 257-5662.

*Effective aides, benefits, or services to individuals with disabilities are provided in accordance with the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973.*

### *Nursing Care Information*

Memorial Hospital is committed to providing excellent patient care. One way we accomplish this is by providing outstanding nursing care to patients. Patients, family members, and the public may request nurse staffing schedules from Memorial's Nursing Administration office. Please contact Nursing Administration at (618) 257-5210 Monday through Friday from 8 a.m. to 5 p.m. To obtain information at other times than those listed, please call the hospital operator and ask for the nursing supervisor.

### *Important Telephone Numbers*

The main switchboard telephone number at Memorial is (618) 233-7750. To call departments from within the hospital, dial the department's four-digit extension. To contact a department from outside the hospital, dial 257 + the department's four digit extension.

Administration	5662
Admission and Testing Center	5460
Admitting Department	5454
Auxiliary	5545
Cardiovascular	5041
Centralized Scheduling	4949
Chaplain	5291
Community Relations	5649
Convalescent Center	5060
CT Scanning	5580
Dietitians	5386
Emergency Department	5840
Home Care	5700
Information/Patient Room Location	5500
Laboratory	5080
Mammography Center	5592
Memorial Maternity Center	5855
Medical Records	5335
MRI Center	5665
Nursing Administration	5210
Nursing Education	5860
Occupational Therapy	5258
Patient Accounts	5510
Personnel	5230
Physical Therapy	5250
Radiology	5000
Respiratory Care	5561
Security	5502
Social Service	5420



*We want you to be informed  
and satisfied with your care.*



*Dedication. Compassion. Innovation.*



4500 MEMORIAL DRIVE  
BELLEVILLE, ILLINOIS 62226  
PHONE (618) 233-7750  
[WWW.MEMHOSP.COM](http://WWW.MEMHOSP.COM)