









Your Guide to Wilmington Hospital



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Welcome to Wilmington Hospital.

Your health and well-being are at the heart of everything we do.

Our mission is simple – we serve our neighbors as respectful, expert, caring partners in their health. We provide exceptional care from the most experienced caregivers who serve together, guided by our values of excellence and love.

We work to understand what is important to you, so we can find solutions that are meaningful and ensure you play an active role in your care.

This welcome guide will help you better understand the services we offer during your stay and is yours to keep. If you need more information or help, please ask a member of your health care team.

Thank you for trusting us with your health and for the privilege of partnering with you on your health journey.

A handwritten signature in black ink that reads "Janice E. Nevin MD". The signature is fluid and cursive, with the letters "J", "E", and "M" being particularly prominent.

Janice E. Nevin, M.D., MPH
President and CEO
ChristianaCare

Six Tips for Your Stay

6

1. Your Room

Controls for your bed and nurse call button are on your bedside rails or a remote control. Your television includes local and network channels. There is a guide to channels on your TV. If you'd like your room temperature adjusted, please ask your nurse. Learn more on Page 4.

2. Your Care Team

Each of our caregivers is here to serve you and your loved ones with compassionate, expert care. During your stay, your nurse is your main point of contact. Learn about how to identify members of your care team on Page 15.

3. Your Meals

Our staff will assist you daily with your meal selections. Depending on your medical condition, your caregiver may prescribe a special diet for you. If you have any questions about your meal service or diet, ask your nurse to contact Food and Nutrition Services. Learn more on Page 5. Dining options for visitors are on Page 21.

4. Your Belongings

When not in use, keep your eyeglasses, hearing aids and dentures in your bedside drawer and your clothing in your closet or suitcase. In the intensive care unit, speak with your nurse about the best place to store your belongings. We encourage you to keep valuables at home. If you lose something, contact our Lost and Found at 302-733-1165. Learn more on Pages 7-8.

5. Visiting

For the health and safety of our patients and caregivers, ChristianaCare may have visitor restrictions in place. Go to christianacare.org/visiting for more information. We may offer valet parking for a small fee at our hospital campuses.

6. Wi-Fi

Connect to free Wi-Fi through our guest wireless network. Learn more on Page 4.

Important Phone Numbers

Information	302-733-1000
Food and Nutrition Services	302-320-2464
Gift Shop	302-320-2246
Housekeeping/Environmental Services	302-320-2385
Language Services	302-733-1861
Lost and Found	302-733-1165
Medical Records/Health Information Management ..	302-320-2212
Pastoral Services	302-320-2780
Patient and Visitor Services	800-693-2273
Patient Relations	302-320-4608
Pharmacy	302-320-2108
Valet Parking	302-320-3762

Your Hospital Stay

➤ **We verify your identity often for your safety. Thank you for being patient.**

Patient ID for Procedures and Medications

When you are admitted to the hospital, we give you a patient identification (ID) bracelet with your name, date of birth and medical record number. Wear your ID bracelet at all times until you are discharged from the hospital. We check it often to make sure you receive the right medications, tests and treatments.



Your Room

Your bed

Bed controls and the nurse call button are on your bedside rails or a remote control. Ask your nurse for assistance with your bed controls.

Room temperature

Your room's temperature can be adjusted. Please ask your nurse.

Wi-Fi and internet access

To connect to ChristianaCare's free guest wireless network, you need a cell phone, tablet or computer that supports Wi-Fi.

1. Open your device's wireless settings.
2. Look for "CCHS-GuestAcc." If you are not automatically connected, click "connect."
3. Open your browser.
4. Read the acceptable use agreement and click "I Accept" to connect to the internet.

If you have questions about connecting to the internet, call 302-327-3637.

Your television

Your television includes local and network TV channels. There is a guide to channels on your TV.

Your room phone

Your telephone number is 302-320 + your four-digit hospital room number, unless you are sharing your room with another patient. In this case, your phone number is listed on the Patient & Family Communication Board (white board) in your room.

- To call another room or office in the hospital, dial the last four digits of the phone number.
- To make a local call, dial "8," listen for a dial tone, then dial the phone number.
- To make a long distance call, dial "8" plus area code and number. If you get a fast busy signal, dial "8" plus "0" plus area code and number. Charges for long distance calls may apply.

Housekeeping/ Environmental Services

These caregivers will visit your room daily to clean and discard trash. If you have questions about room cleaning, call 2385 from the phone in your room.

Patient Meals

A Food and Nutrition Services staff member will visit you daily to give you meal options based on your nutritional status, medical condition and allergies. Staff will listen to your requests and offer items you prefer that meet your caregiver's diet order. You can then select what you would like for each meal.



We offer options to meet your religious, cultural and ethnic preferences and practices. Certified kosher meals are available.

Hospital Directory

You will be asked if you would like to be included in our hospital directory during your stay. The directory allows family and friends to:

- Find out your room number from our information desk.
- Contact you by calling 302-733-1000.
- Send you mail or gifts.

➤ For your privacy, your nurse will give you a four-digit PIN code to share with one spokesperson of your choosing who may call the nursing unit about your health status.

If you wish to be unlisted in the hospital directory:

- Indicate your decision to be a confidential patient on the Conditions for Treatment Form when you are admitted. If you prefer to be unlisted at any time after admission, notify your caregivers.
- Tell your family and friends your room number before they visit. Our information desk and hospital phone operators will not provide this information.
- Please note that you will not receive gifts and mail unless a visitor delivers them directly to your hospital room.

You or your decision-maker (an individual legally responsible for making medical decisions on your behalf) also may request restricted visitation or confidential patient status due to health and safety concerns.

Patient Mail and Deliveries

If you receive mail or gifts during your stay, we will deliver them promptly to your room. For the health and safety of our patients, flowers may be restricted on some units; in these cases, flowers may be left at the nurses' station until you or your loved ones can take them home.

After you leave the hospital, we will forward mail to your home address. We also will ask florists to contact you or the sender about home delivery instructions.

➤ For health reasons, the following items are not permitted in our hospital:



Lily flowers are high in pollen.



Rubber balloons containing latex may cause serious allergic reactions in some people. Mylar balloons are permitted.



Storing Your Belongings

Eyeglasses, hearing aids and dentures

- Keep these important belongings in their proper containers in your bedside drawer. In the intensive care unit, speak with your nurse about the best place to store your belongings.
- Do not leave eyeglasses, hearing aids or dentures on top of your bed, under your pillow or on your bedside table where they can easily fall or get lost in your bed sheets.

Clothing

- If you bring clothes from home, keep them in the closet in your room, in your bedside table drawer or in your suitcase.
- Dirty clothes may be sent home with a loved one. Please do not put dirty clothes on the floor or under the bed.

Valuable items

- Leave valuable items at home. This includes things like jewelry, watches, money and credit cards.
- If you have valuable items with you, you may request to place them in a safe at the hospital. The admitting staff or your nurse will place the items in the safe and give you a receipt. You may claim your valuables when you are discharged.
- Never leave valuable items in your room while you are away for testing or surgery.

➤ ChristianaCare is not responsible for the loss of any valuables that are not placed in our safe or for loss of personal property.



Did You Lose Something?

The Lost and Found is at the information desk in the lobby. Report lost or misplaced items to Guest Services at 302-733-1165.

You will be asked to leave:


- Your first and last name and date you went home from the hospital.
- Your contact information, including a phone number and e-mail address.
- A detailed description of the items you lost or misplaced.

Found items

We try our best to find and return lost items to their owners. If your item is found, we will contact you to arrange to return your property. Found items are held for 30 days.

How to claim an item

- You must show a photo ID to claim your item from Lost and Found.
- Items can be claimed between 8 a.m. and 5 p.m., Monday through Friday.
- Other arrangements can be made upon request.

 **Lost and Found**
302-733-1165
8 a.m.–5 p.m., M–F.



Your Health and Safety

Preventing Infections

What you can do

- Clean your hands and remind others to clean theirs, too.
- Use hand sanitizer gel or wash your hands with soap and water after using the bathroom, before eating or after touching anything that might be soiled.
- Cover your mouth and nose when sneezing or coughing by using tissues or your elbow.
- If you have a condition that requires isolation, we will post a sign on your room door, and caregivers and visitors will be required to wear a protective gown and gloves, and in some cases a mask.
- If you are in isolation, speak to your nurse before leaving your room.

What others can do

- Your caregivers are required to wash or sanitize their hands before and after seeing a patient.
- Don't hesitate to remind your caregivers to clean their hands or wear gloves.
- Make sure all visitors wash or sanitize their hands before and after seeing you.

- Visitors who feel sick should not visit. Instead, they should call, send a text message or e-mail.

Preventing Pressure Injuries

Pressure injuries (bed sores) are caused by constant pressure against your skin. These sores are more likely to form if you lie in bed or sit in a chair for a long time. They usually happen over bony areas, such as your tailbone, hips, elbows, heels, and shoulders. Pressure injuries also can occur in places where skin folds over on itself.

How can you prevent them?

- Change positions at least every two hours if you are confined to a bed.
- Change as often as every 15 minutes if you are in a chair or wheelchair.
- Do not slide across sheets or slump in a chair or bed.
- Do not sleep in a recliner chair.
- Use special support surfaces to help reduce and spread pressure. Ask your health care team which support surfaces are right for you.
- Eat healthy foods with plenty of protein.



Understanding Your Medications

- 📢 Know what medications you take and why you take them.
 - 📢 Keep a current list of all medicines, vitamins, herbs and supplements you are taking, and bring the list with you to any visit to the hospital or your doctor.
 - 📢 Ask: "What is this new medicine for? What are the brand and generic names? What are possible side effects?"
 - 📢 Talk about allergies. When you are going to receive a new medication, tell your caregivers about allergies you have or negative reactions you have had to medications in the past.
- No outside medications should be taken while in the hospital. This includes over-the-counter medicines, prescriptions, vitamins, supplements and illegal drugs.
 - In the rare event that we must use your medication supply to ensure timely care, we will verify the identity of the medication and label it properly for safe administration.

➤ **We Are Smoke-Free**

All our locations are 100% smoke-free. Smoking and vaping are not allowed anywhere. This includes all outside areas and parking garages.



Call, Don't Fall

Your safety is very important to us. If you have pain, need to use the bathroom, feel weak or want to be repositioned in your bed, a member of your care team can help you. Press the nurse call button for assistance.

To reduce your risk of falling:

- A bed or chair alarm will alert the staff when you start to get up.
- We will walk you to where you need to go, such as the bathroom. Most falls happen on the way to the bathroom. Based on your fall risk, a member of your care team may stay with you in the bathroom to keep you safe.
- Ask the staff to move things that may cause you to fall.
- Don't lean on things with wheels like poles or bedside tables.
- Sit in the chair (not the side of the bed) for meals and while watching TV.



Understanding Your Pain and Discomfort

During your stay, we are here to care for you and to help you manage any pain or discomfort you may be feeling. We will partner with you to find the best comfort options for you.

Questions your caregivers may ask you:

- Where do you feel pain or discomfort?
- How long have you had the pain/discomfort?
- How does the pain/discomfort feel? Is it dull, tender, aching, cramping, shooting, burning, radiating, throbbing, stabbing, tingly, gnawing, squeezing?
- What makes the pain/discomfort worse?
- What makes the pain/discomfort better?

Treating Your Pain and Discomfort

- Communication with your caregivers is important.
- Medications may provide relief.
- Relaxation and comfort items may help.
- Sleep is important and will help with healing.

Personal Comfort and Pain Management Options

If you would like to request specific comfort options or have any questions, please ask your caregivers.

➤ Let Your Caregivers Know

- What works to help your pain at home.
- If you think your pain requires medication.
- If your medications are not relieving your pain.

➤ Comfort Actions

- Help with changing your position.
- Walk in the hall.
- Shower.
- Moisture for your oxygen tube.
- Sit in chair.

➤ Relaxation Options

- Sleep kit (ear plugs/ eye shield).
- Soothing music.
- Visit from chaplain.
- Pet therapy.

➤ Personal Care

- Toothbrush/toothpaste.
- Dental floss.
- Deodorant.
- Comb.
- Nail file.
- Shampoo/conditioner.
- Mouth swab.
- Lotion.
- Lip balm.
- Magnifier for reading.

➤ Comfort Items

- Ice pack.
- Heating pad.
- Warm washcloth.
- Warm blanket.
- Extra blanket.
- Extra pillow.
- Pajama bottoms.
- Extra gown.

➤ For Your Enjoyment

- Headphones/earbuds.
- In-room television.
- Wi-Fi for your personal laptop or tablet.
- Deck of cards.
- Puzzle book.
- Book/magazine.
- Notepad and pen.

Being a Partner in Your Care

Bedside shift report

When your nurses change, they meet at your bedside to talk about your care. This is a chance for you to meet the new nurse, ask questions, share important information and hear the most current plan of care. You can invite a loved one to stay during bedside shift report.

Hourly rounding

To be sure you are comfortable and safe, nurses and patient care technicians will check on you every hour during the day and every two hours at night. They check about pain control, bathroom needs, comfortable positioning, and to make sure you can easily reach your personal items. Please tell them if there is anything they can do to make you more comfortable.

Nurse leader rounding

A member of the nursing leadership team will check on you at least once during your hospital stay. They will ask for feedback about your care, including communication with staff and your overall experience. Their goal is to make sure your experience is positive and answer any questions you may have.





Speak Up


Speak up if you have questions or concerns. If you get an answer and still don't understand, ask again.

- Your health is too important to worry about being embarrassed if you don't understand something. It's your body, and you have a right to know.
- Pay attention to the care you are receiving. Tell your nurse or doctor if something doesn't seem right.
- Each time caregivers enter your room, they will introduce themselves and explain what they will be doing and why.
- Check the identification badges of health care staff who approach you.
- Verify your own identification bracelet to make sure it correctly identifies you. Expect our caregivers to confirm your identity before giving you medications and treatments or taking you for a test.



Participate in decisions about your care and treatment.

- You are the center of the care team. You should agree with what will be done during each step of your care.
- Keep copies of your previous medical records and share them with your care team. This will give them a more complete picture of your health history.
- Plan your recovery by finding out about your condition, your new medicines and your follow-up care.

 **While you are in the hospital, if you (or your loved one) notice a serious change in condition and feel this change is not being recognized by your caregivers, use the phone in your room to call 6385.**

Your Care Team



Behavioral Health
Olive Green



Blood Collection
Dark Red



Cardiovascular & EKG
Black & Dark Gray



Case Management
Green



Environmental Services
Bright Blue



Food & Nutrition
Blue & Black



Language Services
Purple & Black



Imaging
Blue & Black



Nursing
Dark Blue



Patient Transport
Black



Pharmacy
Royal Blue



Rehabilitation Services
Ocean Blue & Black



Respiratory Care
Light Green/Blue & Black



Techs and Clerks
Charcoal Gray



Volunteers
Pink

Patient Services

Language Services

We offer medical interpretation services at no charge to patients and families who speak and understand a language that is not English. We also offer free sign language interpreting for patients who are deaf or hard of hearing. Interpreting is available in person, by phone or video.

 **Language Services**
302-733-1861

Patient Relations

Your hospital stay should be a positive experience. Sometimes you may have a question or concern that you cannot resolve by talking to your doctor or nurse. Representatives from the Patient Relations Department are available to help you.

The Patient Relations office is near the main lobby. Hours are Monday through Friday, 8 a.m. to 4:30 p.m.

 **Patient Relations**
302-320-4608

Pastoral Care

Staff chaplains

Our staff chaplains work closely with your other caregivers. Our chaplains come from a variety of religious traditions and maintain an interfaith approach in their spiritual care.

Community spiritual care

Members of your faith community are welcome to visit you during your stay. Spiritual support is also available from community faith leaders.

Worship services

Nondenominational worship services are held each Sunday for patients and visitors in the chapel in the hospital. Weekly Catholic Mass is celebrated. Let your nurse know if you would like to attend a worship service.

 **Pastoral Services**
302-320-1280

Visiting a Patient

Parking Garage

While construction is underway on a new parking garage at Wilmington Hospital, patients and visitors can park free in the employee parking garage at the Jefferson Street entrance. Shuttle service runs from the garage to the hospital's main entrance.

Valet Parking

Paid valet parking is available on weekdays at the main entrance.

- Valet parking costs \$5 per day. Valet parking is free for patients and visitors with handicapped hangtags or license plates.
- Valet staff are available to park cars Monday–Friday, 5 a.m.–8:30 p.m.
- You may pick up your car until 9 p.m.

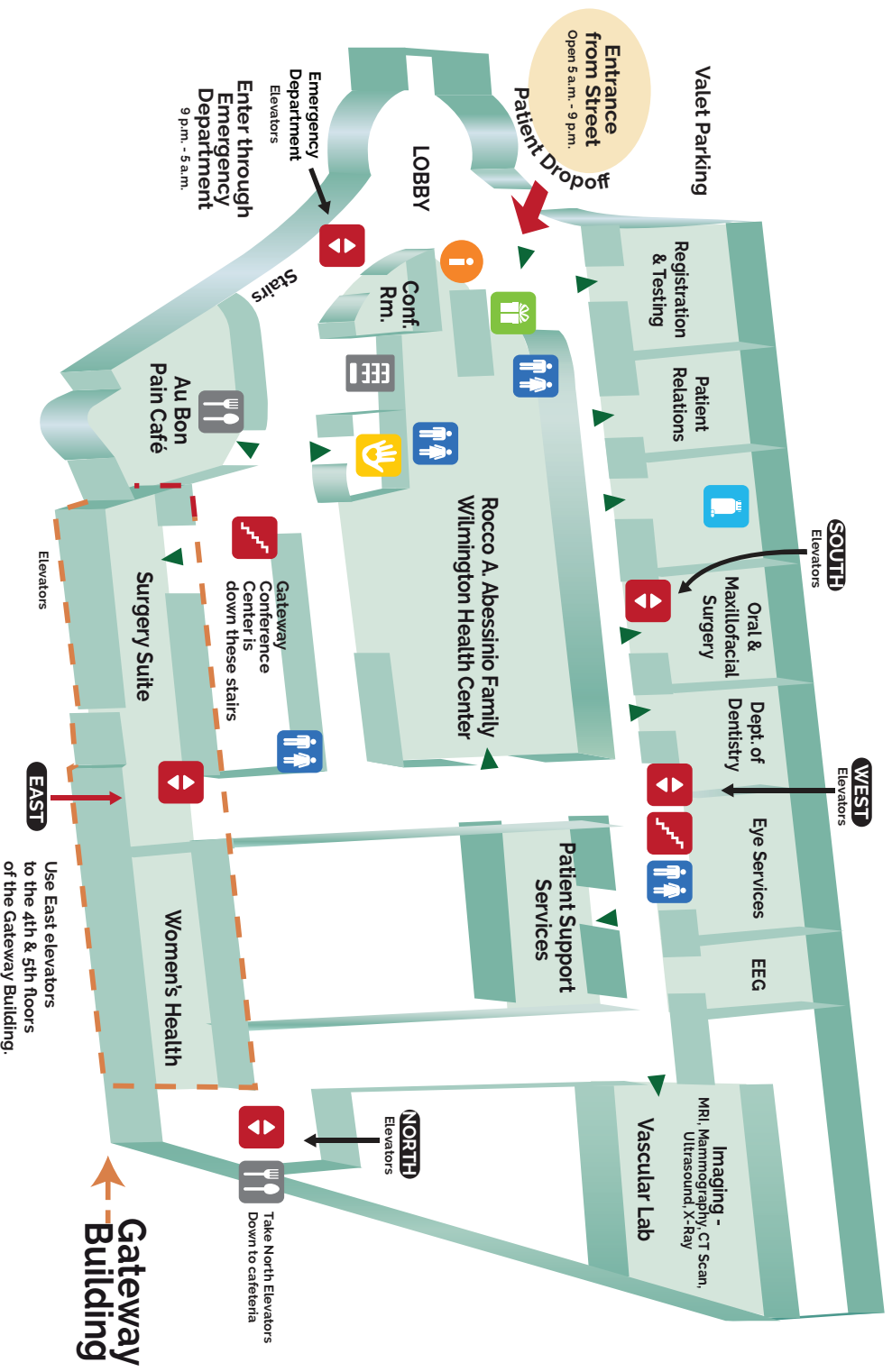
Shuttles


We provide an on-campus shuttle seven days a week to assist patients and visitors. Please ask a patient guide or visit the information desk to ask for the shuttle.

We also provide shuttle service between the Wilmington Hospital and Christiana Hospital campuses. Daily shuttle passes are available at the information desk for patients who have an appointment at the other campus and visitors going to see a patient at the other campus.

 **Valet Parking**
302-320-3762

Wilmington Hospital Visitor Map



-  Elevators
-  Stairs
-  Bathrooms
-  Information Reception Desk
-  Charging Station
-  Vending
-  ATM
-  Chapel
-  Pharmacy
-  Gift Shop
-  Food

Planning to Visit

Visitors can stop by the information desk in the main lobby for patient room information and a hospital map.

- **The best time to visit may be between 9 a.m. and 9 p.m. Please check with your nurse or visit christianacare.org for current visitation guidelines.**
- After 9 p.m., visitors need a visitor badge from the information desk in the lobby. They will need to show photo ID (driver's license, passport or other photo ID). Everyone must wear a badge during these hours.
- If the patient is in a private room, the patient's spokesperson may stay overnight. This person must be at least 18 years old.
- For the privacy and safety of all patients, we may need to restrict overnight stays in semi-private rooms.
- Some units may have different visitor hours or rules based on the needs of their patients. Ask the patient's nurse if there are any special guidelines.
- Sometimes we need to limit visitors for health and safety purposes. We will let you know this and why.
- Visitors are not limited or denied visitation rights on the basis of race, color, national origin, religion, sex, gender identity or expression, sexual orientation or disability.
- Visitors who feel sick should not visit. Instead, they should call, send a text message or e-mail.

 **To contact a patient by phone, call 302-733-1000.**

Quiet Hours

- Hospital Quiet Hours are between 9 p.m. and 6 a.m.
- We ask patients and visitors to speak quietly, silence phones and lower TV volume.
- Patients are encouraged to request eye masks, headphones or earplugs from their nurse.
- If you have any concerns about noise, please tell your nurse.



There may be special visitor restrictions for adults and children during flu season. Call 302-733-1000 or check christianacare.org for information.

Is It OK for Children to Visit?

Many patients enjoy visits from children, but sometimes visits are not permitted because of the patient's health. Please check with the patient's nurse before bringing a child to the unit. If a child is visiting:

- Be sure your child knows what to expect before the visit.
- All children must be supervised by an adult. Do not leave children alone with the patient.
- Keep visits with children short.
- Do not let your child crawl on the floors or carpets. We work hard to keep things neat and clean, but germs can hang around, and children can easily get sick.



Visitor Services



Chapel

A nondenominational chapel is located off the main lobby, across from Au Bon Pain. The chapel is open 24 hours a day.

There are prayer rugs available in the chapel and meditation room. If other spiritual resources are needed, please contact Pastoral Services for assistance at 302-320-2780.



Dining

Overlook Café (Ground Floor) Open Monday–Friday
Full-service cafeteria. 6:30–9 a.m.
Lunch: 11 a.m.–3 p.m.
Dinner: 5–6:30 p.m.

Au Bon Pain (Main Lobby) Monday–Friday
Sandwiches, soups and snacks. 6 a.m.–8 p.m.
Weekends
6 a.m.–6 p.m.



Phone Charging Stations

Free phone charging stations are in the main lobby.



Vending Machines

Vending machines are located throughout the hospital. Ask the information desk or a caregiver for the nearest vending location.



Pharmacy

Our retail pharmacy, off the main lobby, makes it easy for you to fill prescriptions and pick up over-the-counter medicine. Our Discharge Prescription Program coordinates with your caregivers to resolve common prescription issues before you leave the hospital. Most major prescription plans are accepted.

302-320-2108

302-320-2669 fax

Monday–Friday
8:30 a.m.–5 p.m.



Gift Shop

The Window Box gift shop is in the main lobby on the first floor of the hospital. The gift shop sells flowers, Mylar balloons, candy, snacks, books, magazines, cards, baby gifts and holiday and special-occasion gifts.

302-320-2246

Monday–Friday
9 a.m.–4 p.m.
Weekends
10 a.m.–3 p.m.



ATMs

ATM machines are located in the main lobby near the entrance.

Visitor Discount Lodging Program

We offer hotel discount vouchers to loved ones of patients. Vouchers and a hotel list are available at the main lobby information desk. Please confirm rates with the hotel before booking since discounts are subject to room availability and other restrictions.

How to Help Your Loved One Heal



Partner with us

- Speak softly and keep noise levels down.
- Please follow caregivers' instructions. Caregivers work to do what is best for you and your loved one.
- In rooms with more than one patient, we will consider the needs of both patients. We ask that each patient have only two visitors at a time in the room.
- You may not be able to visit at certain times. This may be because of a patient's condition or treatment. The nurse will explain why you cannot visit.



Prevent spread of germs

- Wash your hands when you arrive and before you leave. We don't want you to take any germs with you.
- If you feel sick, do not visit. Instead, consider calling, sending a text message or e-mailing.



Do not smoke

All our locations are 100% smoke-free. Smoking and vaping are not allowed anywhere. This includes all outside areas and parking garages.



Ask a nurse if flowers, food or drink are allowed in your loved one's room. For safety reasons, only Mylar balloons (no latex) are allowed in the hospital.

Accessibility and Special Needs

Wheelchairs

If you need assistance, stop by the main information desk or ask a member of the care team on the patient unit.

Service animals

Only dogs and miniature horses are considered service animals. Patients and visitors with disabilities who require the help of a service animal may bring it to the hospital following these guidelines:

- We request that service animals wear a tag identifying them as a service animal.
- Hospital staff are not responsible for caring for or controlling service animals.
- Service animals may not visit dining areas, lobbies or other common areas unless accompanied by the person who needs their assistance.
- Visitors with service animals may visit only their loved one, not other patients' rooms. A visitor with a service animal should check with the patient's nurse when arriving on the unit.
- Other support animals, including therapy animals, emotional support animals and comfort animals, are not considered service animals under the Americans with Disabilities Act and are not permitted in the hospital.



Preparing to Leave the Hospital



Discharge

When you are ready to leave the hospital:

- Your doctor will write an order for your discharge.
- You may find it helpful to choose a home caregiver/support person who can help you after leaving the hospital.
- We will review a discharge instruction sheet with you and your home caregiver/support person. If you follow these instructions, you will have a greater chance of getting well faster.
- Before discharge, you may request that your discharge prescriptions be dispensed from our retail pharmacy.
- After receiving your initial prescription, you may continue using the retail pharmacy or have the pharmacy transfer the remaining refills to the pharmacy of your choice.
- Make sure you can read the handwriting on any prescriptions written by your doctor. If you can't read it, the pharmacist may not be able to either.
- Before your discharge, you may ask your nurse for the forms needed to request your medical records.

Discharge Lounge

If the person picking you up is not available at the time your doctor discharges you, a member of your care team may escort you to the Discharge Lounge to wait for your ride home.

- Please ask your ride to arrive before 6 p.m.
- Your ride can tell the patient guide at the hospital entrance that you are waiting in the Discharge Lounge. The patient guide will call the lounge to say that your ride is here.
- Medical care is not provided in the Discharge Lounge.
- Speak to your care team if you have any questions about being discharged.

 **Discharge Lounge**
302-320-6334



Ask "What problems should I look out for? What should I do about them? Who can I call with questions or concerns?"

After Your Stay



Patient Portal

Following your stay, our secure patient portal provides instant access to your medical records. You can review test results, communicate with your care team, request appointments and send other secure communications. Access your personal patient portal at christianacare.org/myhealth or enroll today at christianacare.org/selfenroll.

Medical Bills and Insurance

- ChristianaCare submits medical bills to your insurance company.
- We submit the information you gave us at registration.
- It is important to remember that your insurance policy is a contract between you and your insurance company.
- You are responsible for paying your hospital bill.
- We recommend that you contact your insurance company for questions about your plan.
- Depending on your coverage, you may need to pay deductibles, copays or coinsurance for a portion of your care.



Financial Services representatives can answer your questions about hospital bills.

patientpay@christianacare.org

302-623-7000

8 a.m.–5 p.m., M–F.

Financial Assistance Program

We are here to help you get the care you need.

- We offer discounts for uninsured patients and payment options and financial assistance to people who cannot afford to pay for medical care, including Emergency Department services.
- Financial Assistance Program information and an application are available at christianacare.org/patients and at registration locations throughout our facilities.
- You may call Patient Financial Services at 302-623-7440 for more information, to obtain an application and to talk confidentially with a representative about your situation.
- If you are uninsured, you may qualify for health insurance through the federal Health Insurance Marketplace. To learn more, visit Choose Health Delaware at www.choosehealthde.com.

Community Health Assistance



To help you get the care you need, we offer assistance with:

- Family and parenting resources.
- Connections to food and clothing assistance.
- Transportation to appointments.
- Community event information.

Our health guides can assist you with arranging follow-up care after you leave the hospital and link you to appropriate clinical and preventive services:

- Appointments with doctors and dentists.
- Financial assistance applications.
- Medicaid and insurance.
- Prescription assistance.
- Referrals for assistance with health insurance enrollment through the federal Health Insurance Marketplace.
- Referrals to health and community resources.
- Appointments for free civil legal counseling for matters including denials of Medicaid or other public benefits; threatened utility shut-offs; and obtaining disability accommodations from employers or schools.



Tell Us About Your Stay

- **Complete the survey** you receive from us after your stay to tell us about your experience. Your feedback is important so we know what we are doing well and where we have opportunities to improve.
- **Nominate an exceptional nurse for a DAISY Award** by texting DAISY to 56512 or visiting christianacare.org/daisy.
- **The ROSE Award** recognizes our partners in nursing because it takes an entire dedicated team of caregivers to serve our patients. ROSE stands for Raising Our Standard of Excellence. Visit christianacare.org/roseaward.
- **Request a Rave Review form** on your patient unit, at the information desk or Patient Relations to recognize a caregiver who went above and beyond.

Share compliments and concerns with our Patient Relations team:

Online christianacare.org/submit-feedback

Mail ChristianaCare
Patient Relations
P.O. Box 1668
Wilmington, DE 19899

Phone 302-320-4608

E-mail patientandfamilyrelations@christianacare.org



Learn about ways to say thanks and share your gratitude for the care you received by contacting our Office of Development at 302-327-3305 or e-mail developmentoffice@christianacare.org.



Stay Connected

To support you in your health, we offer events and support groups at christianacare.org.

Volunteer Opportunities

Partner with us to support patients on their health care journey. We have many volunteer opportunities, some working directly with patients and families and some in settings that do not involve patient care. For example, our Patient and Family Advisers are former patients or loved ones of patients who share their perspectives with our doctors, nurses and other caregivers at ChristianaCare.



Volunteer Services

302-733-1284

christianacare.org/volunteer



Patient Rights and Responsibilities

Complaints, Concerns and Questions

If you have a concern about the quality and safety of your care, please talk about this with your doctor or other care team member. If you still are concerned, please talk with:

- Your nurse.
- The nurse manager of the area.
- A nursing supervisor.

You have the right to tell us about your concerns or complaints.

You also have the right to contact:

- Our Patient Relations Department
302-320-4608
- Delaware Office of Health Facilities
Licensing and Certification
263 Chapman Road, Suite 200
Cambridge Building
Newark, DE 19702
1-800-942-7373
- The Joint Commission
Office of Quality and Patient Safety
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
https://www.jointcommission.org/report_a_complaint.aspx

Communication

- You have the right to be told about your rights and responsibilities as a patient as soon as possible.
- You have the right to have a family member, friend or another person you choose notified of your admission to the hospital.
- You have the right for your physician to be notified promptly of your admission to the hospital.
- You have the right to have information given to you in a way that you understand.
- You have the right to have an interpreter or other aides with you if you need help understanding your care in English or have other communication needs (for example, trouble hearing or seeing).
- You have a right to see your records in a form and format that you request, unless for a medical reason your doctor asks that the information be kept private.
- We will help you see your medical records as quickly as we can.
- You have the right to know the names and jobs of the people taking care of you.
- You have the right to know if there is an unexpected event that happens during your care.



Please take a moment to review your rights (things we will do for you) and responsibilities (things you can do for us) as a patient.



Participating in Your Care

- You have the right to refuse care from a ChristianaCare caregiver unless your request reason is based on discrimination (prejudice or unfair judgement). Reasons such as race, religion, sex, national origin, age, disability, veteran status, sexual orientation, gender identity or expression or any other status that is an illegal basis for discrimination are not sound reasons to refuse care. Discrimination is not permitted by ChristianaCare policy. If you are not willing to accept the values that are embraced by ChristianaCare, you have the right to refuse to be treated or to leave and go to another facility as described in this section.
- You have the right to share in your care, help make choices about your care, and be part of what will be done to take care of you. You also have a right to help make choices about how, where and when you leave.
- You have the right to be told about your health.
- You have the right to ask for care.
- You have the right to not let someone give you care.
- You have the right to give or withhold informed consent.
- You have the right to be involved in your pain management treatment plan.
- You have the right to ask someone to be with you during certain parts of intimate exams, treatments or procedures.
- You have the right to get help in getting a second opinion or changing to another health care provider, when you ask and at your own expense.
- You have the right to leave and go to another facility, service or agency, when it is medically OK to do so. The other facility must say it is OK for you to come as a new patient first.
- When you leave, you have the right to be told about what you need to do to keep yourself well.
- You need to give us correct and complete information about yourself, such as your past and present sicknesses, what you take, your allergies and any other matters that have to do with your health.
- You are responsible for telling us about changes in your health, medicines, insurance, financial status or service provider.
- You are asked to follow the plan of care that you and your health care provider came up with. Tell us right away if there is anything that you do not understand.
- You are expected not to use unauthorized or illicit drugs and substances while in our care.

Advance Directives

- Advance directives (living will and power of attorney for health care) are legal papers that let you choose what you want to happen if you are no longer healthy enough to make choices for yourself. You have the right to have us follow your directions, as long as they are within the limits of the law and in agreement with our mission.
- We respect your choice of power of attorney for health care regardless of sexual orientation or gender identity.
- You should tell us if you have an advance directive and give us a copy when you are admitted.
- If you do not have an advance directive and would like to consider one, speak with your nurse.

Representatives and Visitors

- You have the right to say who can visit you during your stay. This can be your spouse, domestic partner (including same-sex partner), other family members, friends or anyone else you want to have come visit. Sometimes for a medical reason, we may need to limit visitors for your health and safety or the health and safety of other patients. We will let you know when this happens and why.
- If you have a person set up to make all your choices, you must tell them they need to be ready to review your care, if you are not able to do this for yourself.
- Please remind your family and visitors to follow all ChristianaCare policies so all patients feel safe and comfortable while they are here.

Privacy

- You have a right to privacy. This includes when you are bathing or dressing, during treatments and whenever you ask, as we are able.
- You have the right to not have your clothes off longer than needed for an exam or procedure.
- You have a right to know that your case will be talked about privately, and that staff that are not taking care of you will not be present without your permission.
- You must respect the privacy of other patients.
- You have the right to expect your records are kept private. They will be read only by staff who are taking care of you, or staff who are responsible for making sure we provide quality care. Other people can read your medical records only with your written permission or the written permission of your decision-maker (an individual legally responsible for making medical decisions on your behalf).
- You can expect that all parts of your record will be treated as confidential.

Safety

- You have a right to be cared for safely, free from any abuse, harassment, neglect or physical punishment.
- You have a right to be cared for without restraint or seclusion, unless it is needed to protect your immediate physical safety, or the safety of a staff member or others. Any such restraint or seclusion will be taken off or stopped as soon as possible.

Respect and Consideration


- You have the right to be cared for with kindness and respect.
- You have the right to express your spiritual beliefs and cultural practices, while not interfering with the rights and beliefs of others.
- You are expected to be respectful to other patients and staff.
- Filming, photography and recording of patients, visitors and caregivers are not allowed without their permission.
- You are expected to treat any health care equipment with care and safety.
- You are responsible for your personal belongings.

Refusing Care

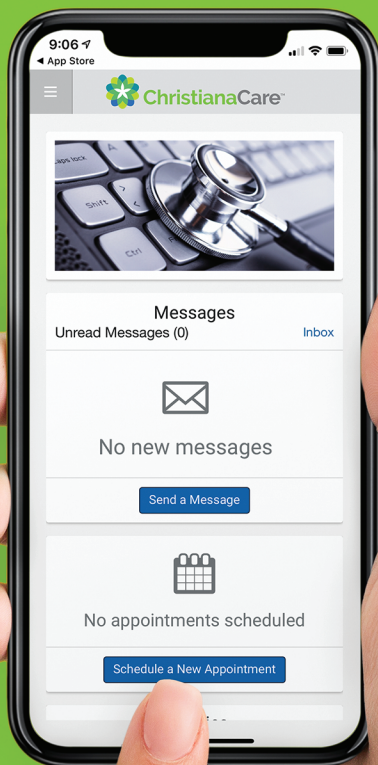
- If you choose to not be treated or do not follow the plan set up by you and your health care provider, you will be responsible for your actions.
- You have the right to choose if you want to take part in any research study or educational project. You have the right to be told if you are being included in any such project, and you may refuse.

Billing and Payment

- You have the right to a detailed explanation of your bills.
- You have a right to receive information and counseling about financial aid for health care.
- You are responsible for paying for the hospital care services.

 **For privacy-related questions, contact:
Privacy Officer
302-623-4468**

For quick service, talk to us online!



After your stay, use your patient portal to:

- Request refills.
- Message your provider.
- View your records.
- Schedule appointments.

➤ **Don't have a portal account?**
Ask any staff member or go to christianacare.org/selfenroll

Created in partnership with
PATIENTS & FAMILIES 

ChristianaCare.org



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