

Patient Handbook



Columbia St. Mary's
A Passion for Patient Care SM

Columbia St. Mary's Mission Statement

Columbia St. Mary's, a healthcare provider founded in response to identified community needs, is sponsored by Ascension Health, a Catholic national health system, and Columbia Health System, a non-sectarian community health system.

Columbia St. Mary's exists to make a positive difference in the health status and lives of individuals and our community, with special concern for those who are vulnerable.

At Columbia St. Mary's we are committed to providing high quality, accessible, values-driven programs and services with equal attention to the physical, spiritual, and emotional dimensions of health.

Central to our Mission and Vision are Columbia St. Mary's Core Values of:

Respect – A high regard for the worth, dignity and uniqueness of each person.

Commitment to Excellence – A commitment to the highest standards delivered with competence and pride.

Integrity – Honesty, openness and sincerity.

Creativity – Actions that are marked by innovation, flexibility, openness to change, and imagination.

Service – Connecting with another person through an act of assistance or benefit.

Columbia St. Mary's Hospital Milwaukee & Columbia St. Mary's Hospital Ozaukee Expansion

Take everything you thought about medicine, and then go beyond. We are. At Columbia St. Mary's, the transformation of health care is well underway. Underscoring our "Passion for Patient Care," we're going 'beyond medicine' to reinvent our patients' experiences.

The new Columbia St. Mary's Hospital Milwaukee began as a vision of what quality care could mean for patients to becoming one of the largest and most innovative hospital building projects in the country. We have an unprecedented opportunity in health care to start fresh — to design and construct a new hospital the way it should be.

Our project is actually building "smaller" – taking two existing, aging facilities on Milwaukee's eastside and building one new hospital to be more efficient and cost-effective. As a result, we will change the way people think of health care delivery in our community, considerably lowering our operating costs while setting new standards for hospitals across the country.

The expansion of our Columbia St. Mary's Hospital Ozaukee will enable it to become a full-service hospital which now includes full cardiovascular services. With complete services and expanded patient rooms, Ozaukee County residents will continue to receive high-quality, full service health care close to home.

Our overall mission is to provide Health Care That Works, Health Care That is Safe, and Health Care That Leaves No One Behind. We will do whatever it takes to serve this community, and do it well.

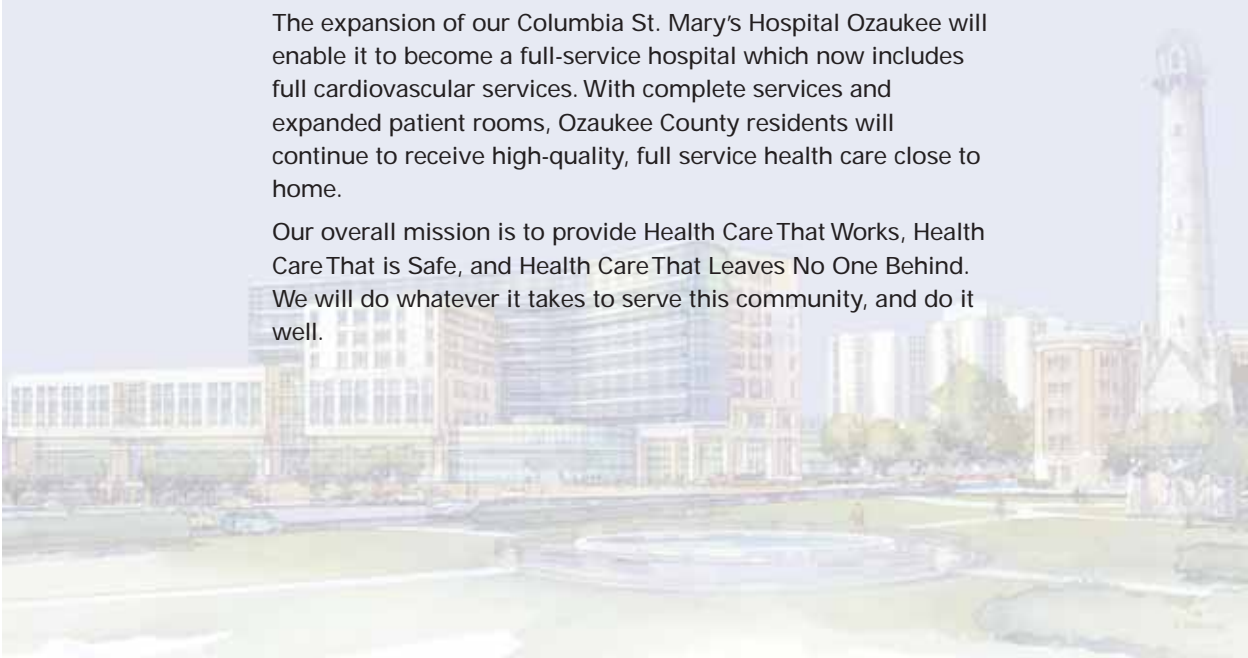


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Welcome



Welcome to Columbia St. Mary's. We are pleased that you and your physician have selected us to provide your health care.

Columbia St. Mary's and our sponsor organizations, Ascension Health and Columbia Health System, share a mission to make a positive difference in the health

status and lives of individuals in the community with a special concern for those who are vulnerable.

Next to getting you well and home again, our main goal is to make your stay here as comfortable as possible in a warm, caring environment that is a Columbia St. Mary's tradition.

To familiarize you with the services and procedures of our hospitals, we've prepared this handy guide. If you have any questions or concerns, please don't hesitate to ask a member of your health care team. It is our privilege to care for you.

Thank you for choosing Columbia St. Mary's.

Sincerely,

Leo P. Brideau

A handwritten signature in black ink, appearing to read "Leo P. Brideau". The signature is written in a cursive, flowing style.

President/CEO

About Columbia St. Mary's

The Columbia St. Mary's system is comprised of four hospitals, 30 community clinics (Columbia St. Mary's Community Physicians); the Columbia College of Nursing; a partnership with the Orthopaedic Hospital of Wisconsin; River Woods Outpatient Center in Glendale; and Cathedral Square Urgent Care Center in downtown Milwaukee.

Our four hospitals are:

- Columbia St. Mary's Hospital Columbia
- Columbia St. Mary's Hospital Milwaukee
- Columbia St. Mary's Hospital Ozaukee
- Sacred Heart Rehabilitation Institute

Columbia St. Mary's has served individuals and families for more than 157 years.

Patient Representatives

There's someone to help you! Our Patient Representatives are available to make your visit as pleasant as possible. They are available to help you with questions, concerns, or special needs you may have. Our Patient Representatives' phone numbers are listed on pages 16 and 17.

Interpreters

Interpreters are available to patients and families through our Language Services Program if:

- You have limited English-speaking skills or are not comfortable with English in a medical setting.
- You are deaf or hard of hearing.
- You are blind or partially blind.

Ask your nurse or patient care assistant to contact Language Services for an interpreter.

Si usted necesita un intérprete

Por favor pídale a su enfermera u otro proveedor de cuidado médico que se comunique con el programa de Servicios Lingüísticos para que le consiga un intérprete.

Если Вам необходим переводчик...

Если Вам нужен переводчик, пожалуйста, попросите медперсонал связаться со службой переводчиков при госпитале.

Upon Admission

Assuring your safety and security is one of our main priorities. This includes actively participating in your health care through the “Speak Up” program. To prevent health care errors, you are urged to:

- Speak up if you have questions or concerns.
- Pay attention to the care you are receiving. Make sure you are receiving the right treatment. Don't assume anything.
- Educate yourself about your diagnosis and the medical tests you are undergoing and your treatment plan.
- Ask a trusted family member or friend to “Speak-Up” on your behalf if you cannot.
- Know what medications you take and why you take them.
- Use a hospital, clinic, surgery center, or other type of health care organization that has undergone rigorous on-site evaluation.*
- Participate in all decisions about your treatment.

*All Columbia St. Mary's facilities are fully accredited by the Joint Commission on Accreditation of Healthcare Organizations. This accreditation is recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance standards. To earn and maintain the Joint Commission's Gold Seal of Approval™, an organization must undergo an on-site survey by a Joint Commission survey team at least every three years.



Upon Admission

Smoking

The Surgeon General's Report on Smoking and Health recognizes that tobacco use is a cause of cancer and other serious diseases. Because Columbia St. Mary's mission is "to make a positive difference in the health status and lives of individuals and our community," we have implemented a Smoke-Free Policy. Our policy prohibits tobacco use on all property - inside and outside - that is owned or leased by Columbia St. Mary's. This includes all walks, grounds, parking lots, entrances, and exits. People who smoke or use tobacco on our premises – including outdoors – will be asked to stop or to leave our property. Eliminating tobacco use is the most effective way for us to provide and promote a healthier environment for Columbia St. Mary's patients, visitors, physicians and employees.

For questions about our Smoke-Free Policy, please call 414-326-2525.

"We want you to know that quitting smoking is the most important thing you can do for your health."



Nicotine Replacement Therapy

If you are a smoker and wish for relief while you are hospitalized or here for testing, ask your healthcare provider or physician for nicotine replacement therapy such as the nicotine patch, gum, or nicotine inhaler to assist you with the urge to smoke.

There is also smoking cessation counseling available while you are in the hospital. Ask your physician or nurse if you wish to talk to someone about quitting smoking.

Quitting Smoking

If you or someone you know wishes to quit smoking, there is help:

- Columbia St. Mary's offers smoking cessation classes (for a fee) for the community. Call 414-963-WELL (9355) for information
- The American Lung Association's free "Freedom From Smoking" Individual Online program allows you to work at your own pace. Visit www.ffsonline.org
- American Cancer Society offers smoking cessation assistance on their website: www.cancer.org Phone: 262-523-5500
- The toll-free Wisconsin Tobacco Quit Line (877-270-7867) offers free personal counseling and support to any Wisconsin resident who is ready to quit tobacco use.

Upon Admission

Medications

Your medications will be prescribed by your doctor, reviewed and supplied by the hospital pharmacist, and given by the nurse or other trained health care professionals. If you wish to take your home medications, we encourage you to discuss this with your physician.

Valuables Or Lost Items

We ask that you not bring valuables to the hospital. If this is not possible, Columbia St. Mary's has a safe for the storage of money and valuables. We assume no liability for loss or damage to money, jewelry, eyeglasses, dentures, furs, or other articles of value unless they are deposited in the safe. If you've lost a personal item, please contact Security (phone number can be found on pages 16 and 17).

Identification Bands

Upon admission, you will receive an identification bracelet or band with your name, patient identification number, date of birth, and doctor's name. Please leave this band in place. The staff will verify the information on the band with you often during your hospital stay.

Infection Control

Columbia St. Mary's is committed to controlling the infection risks associated with hospitalization. We comply with the requirements of all local, state, and federal regulatory and accrediting agencies.

Your Room

A member of the health care team will familiarize you with your room upon your arrival.

Telephones are provided in every patient room. You may place a local call by dialing "9" and the number you are calling. If you wish to place a long-distance call, dial "9-0" + area code + number you are calling. When the operator (the long-distance operator) comes on the line, you may bill the call to your home phone, call collect, or use a calling card. If you have any problems placing calls, dial "0" for the hospital operator who will assist you.

Cellular phone use is restricted in some areas. Please check with your nurse regarding cellular phone use.

Television with limited cable access is provided in all inpatient and most outpatient rooms.



Managing Your Pain

All Patients Have A Right To Pain Relief

If you are having problems with pain control, talk with your doctor or nurse. Pain control minimizes suffering, it helps you heal faster, and return to normal activity sooner!

Our Caregivers Will:

- Tell you at the time of admission that relief 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 relief.
- Review and change the plan if you have pain that is not relieved.

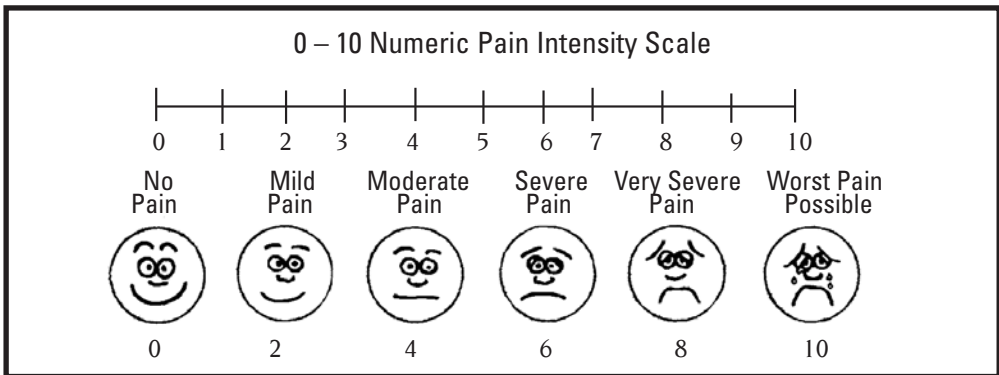
What Can You Do To Help Us Manage Your Pain?

- Report your pain to us.
- Use words such as achy, throbbing, burning, stabbing, or pressure to describe your pain. This will help your doctors and nurses decide which medicines are best for you.
- Rate your pain on a scale of 0 to 10.

Use the scale below:

0 = No pain

10 = The worst pain you can think of



Have a goal for pain relief. 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 to sleep through the night. Keep your caregiver(s) informed of the success of therapy or any changes in pain status.

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 pain can be reasonably controlled in most cases. Different treatments we may recommend include relaxation, ice, heat, music and massage.

Managing Your Pain

The 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 Percocet®, which contains acetaminophen (Tylenol®) and an opioid, oxycodone.

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. Always check with your doctor before taking any medication.

Facts You Should Know

1. It is easier to control pain when it is mild rather than severe.
2. Studies show that getting “hooked” or “addicted” to pain medicine is very rare.
3. 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.

Words To Know

Analgesic: Pain medicine or drug used to relieve pain.

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 8 to 24 hours.

These are often used when constant pain is present.

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

Pain Relief: A feeling of no pain or very little pain.

Pain Relief 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 relief.

Resources: Please tell your doctor and nurse 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.

Short Acting Medication: Medicines that act quickly and last for about 3 to 4 hours.

Additional information on sickle cell pain, cancer pain management, and pain control after surgery is available for you. Please ask your nurse.

Your Care Team

Many staff members and health care clinicians will provide care, concern and support for you. For your safety, all Columbia St. Mary's staff and volunteers wear identification badges.

Physicians

The physician who admits you to the hospital is responsible for directing your care. Please feel free to talk to your physician if you have questions about your medical care. Your doctor may ask other doctors to assist with your medical care.

Nurses

Your nurse will plan, coordinate, and evaluate the nursing services you need. Your nurse will work with you and your family to help you achieve your care goals. You should feel free to talk to your nurse if you have questions or concerns.

Other Health Care Professionals

Other team members involved in your care may include:

- Dietitians who provide nutritional counseling.
- Laboratory staff who collect blood samples used in diagnosing your illness and monitoring your treatment plan.
- Pharmacists who provide for the safe and effective use of your medications.
- Physical therapists and exercise physiologists who help you participate in physical activity and achieve your optimum physical function.
- Occupational therapists who help you with daily living skills.
- Respiratory therapists who help treat breathing problems.

Chaplain Services

Chaplain Services is available to assist you and your family with your spiritual and emotional needs, whatever your religious beliefs. Your personal priest, minister, rabbi, or spiritual advisor is welcome to visit you here if you wish.

Case Managers And Social Workers

Case managers and social workers are assigned to each patient care unit to assist with financial, social, emotional, and discharge-planning needs related to your hospitalization.

Housekeeping (Environmental Services)

A member of the environmental services team will keep your room clean and safe. Please inform your nurse if you have concerns about your room.

Volunteer Services

Our volunteers provide many hours of services throughout the hospital to assist the health care team in meeting your needs.

Food And Nutrition Services

At Columbia St. Mary's, we recognize the role of nutrition in health and healing. Food and Nutrition Services strives to make your stay as pleasant as possible by providing you with appetizing and well-balanced meals, along with outstanding service.

Your diet, like your medication, is an important part of your treatment and may speed your recovery. During your stay, you may be placed on a special diet. Following is a brief explanation of these diets:

Diabetic Diet: This diet balances the amount of carbohydrates in your meals to help control your blood sugar. Saturated fat and cholesterol are also limited to help prevent heart disease.

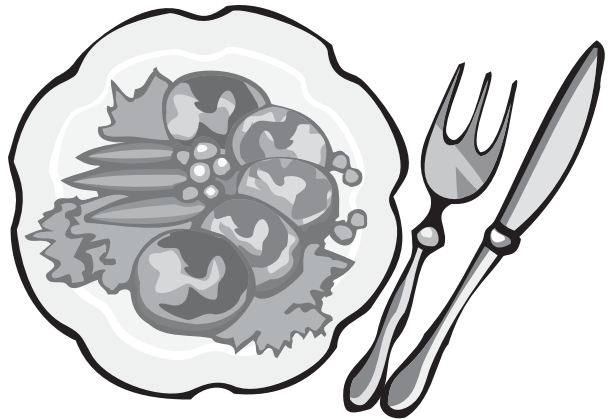
Low Cholesterol Diet: This diet limits food high in saturated fat and/or cholesterol, such as bacon, butter, 2% milk, and fatty meats.

Low Sodium (Salt) Diet: This diet does not allow foods high in sodium, such as salt, ham, bacon, and sausage.

Soft Diet: This diet serves foods that are easy to digest. No highly seasoned, fried, high-fiber foods or gas-forming foods will be served. Most raw fruits and raw vegetables will not be served.

Renal (Kidney) Diet: This diet limits food high in potassium, sodium, and phosphorus. These foods include milk, cheese, oranges, bananas, potatoes, salt, and some beverages. Sometimes fluids are also limited.

Dining For Your Guests—Family and friends are welcome to share a meal with you. They may buy food from our cafeteria, where they may choose from a selection of hot entrees, fresh salads, ethnic foods, and deli-style sandwiches. Or, guests may use our in-room guest tray service and order menu items directly from the Food Service representative. Please check with your Food Service representative regarding payment for guest trays.



Cafeteria And Vending Machine Locations

CSM Hospital Columbia —First Floor

CSM Hospital Milwaukee —Lower Level (LL)

CSM Hospital Ozaukee —Pilger Atrium, Garden Level (G)

Vending machines are available 24 hours a day.

Kosher foods will be provided upon request.

Support of family and friends is important to health and healing. Family members and friends are welcome to visit. However, your health and the health and well being of all our patients are our primary concerns. Please check with your nurse to determine the visiting times that best promote your rest and healing. If any family member or friend has a cold, flu, runny nose, cough, fever, diarrhea, rash, or a contagious disease, please ask that person not to visit you.

Under special circumstances or extended stays, your pet may be allowed to visit you during your hospital stay. Visits must be arranged in advance. Please discuss your request with your nurse prior to your pet's visit.

Special Services

Advance Directives (Living Wills and Health Care Power of Attorney)

An Advance Directive is a set of instructions about the health care you want in the event that you lose the ability to make decisions for yourself. It is the policy of Columbia St. Mary's to respect and honor your Advance Directives whenever possible. Our commitment to high quality, compassionate care will not change regardless of your decision about Advance Directives. For more information or to obtain the appropriate forms, please ask your nurse.

Ethics Committee

Columbia St. Mary's Ethics Committee is prepared to assist you in making difficult health care decisions for yourself or a loved one. They will assist you in obtaining all the necessary information, so you are able to make an informed decision. If you wish to consult with the Ethics Committee, please ask your nurse.

Patient Education

Columbia St. Mary's offers patient educational and informational programming on Channel 41, the hospital's closed-circuit television system.

Mail, Flowers And Balloons

Volunteers deliver flowers, letters, and packages to your room. For infection control reasons, there may be restrictions to flowers, plants, and fruit. Letters and packages that are received after your discharge will be forwarded to your home. Outgoing mail may be left at the nurse's station or given to a volunteer. For your safety and the safety of other patients, we do not allow latex balloons within the hospital units.

Newspapers And Reading Material

Newspapers may be purchased at the main entrance of the hospital. Other reading materials are available by contacting the Volunteer Services Department (phone number on pages 16 and 17).

When You Are Ready To Leave

If You Have Health Insurance

You should familiarize yourself with your health insurance coverage. This will help you understand the billing procedures and charges.

Always bring your health insurance card with you when receiving services. We will make a copy of your card to ensure we submit bills correctly. You will be asked to sign a consent form allowing us to bill your insurance company.

Please remember that your health insurance policy is a contract between you and your insurance company, and you have final responsibility for payment of your hospital bill.

Copays and deductibles will be your responsibility and may be required prior to receiving services.

The hospital is responsible for submitting the bill for hospital services to your insurance company, and we will do everything possible to expedite your claim. Any services provided by physicians are billed by the physician, not the hospital.

If you have limited or no health insurance coverage, a Financial Counselor will contact you, or you may contact them, to determine what payment or care options may be available. We have several payment options.

Your Hospital Bill

Shortly after receiving services, you will receive a statement in the mail verifying your date of service, total amount of charges, and the insurance company to which your bill was submitted for payment. If any of the information is incorrect, please call the number listed on the statement.

Going Home

When you and your doctor decide you are ready to leave the hospital, a discharge order will be written. You may want to make arrangements with a family member or friend to help you when it's time to leave.

Discharge Appointment

Within a day or two of your expected discharge, your nurse may speak with you about a planned discharge time or appointment. This allows you and your family to better plan for the day of discharge and allows the hospital staff to coordinate all the activities that need to occur before you leave the hospital.

Discharge Instructions

Prior to discharge, your doctor, nurse, and other hospital staff will give you instructions for your care. If you have questions, please be sure to ask.

Your Rights And Responsibilities

Patient Rights

Believing the patient to be an integral member of the health care team, Columbia St. Mary's wants all patients and their families to know about the following Patient Rights and Responsibilities. These rights and responsibilities are designed to help assure safe and effective delivery of health care at all Columbia St. Mary's hospitals and facilities.

You have the right:

1. To be informed of the organization's policy regarding patient rights and responsibilities.
2. To access available treatment which values you without regard to your race, creed, color, national origin, ancestry, religion, gender, marital status, lifestyle preference, age, newborn status, disability or source of payment.
3. To be treated with consideration, respect, and recognition of your individuality and personal needs.
4. To recognition of your personal dignity and the psychosocial, spiritual, and cultural variables that influence the perceptions of illness.
5. To access available pastoral care and other spiritual services.
6. To an environment that respects your need for confidentiality, privacy, and security.
7. To expect safe surroundings, free from all forms of abuse or harassment.
8. To know who is treating you, as well as why they are treating you.
9. To privacy and confidentiality of your medical information.
10. To know your diagnosis and what to expect regarding your healthcare choices.
11. To be involved in decisions about your care, treatment, services, and care provider(s) with the exception of requests which result in discrimination against employees based on race/ethnicity, national origin, religion, gender, lifestyle preference, age or disability.
12. To provide consent before treatment is administered or procedures are performed.
13. To be informed of the risks, side effects, and expected results of the recommended treatment or procedures.
14. To be informed about the outcomes of your care, treatment and services, including unanticipated outcomes.
15. To refuse, withdraw and/or withhold treatment, and be informed of the medical consequences of your decision.
16. To be involved in your pain management, which includes being able to express your pain, have your pain assessed, and have it managed using the most currently accepted methods.
17. To give consent or refuse to participate in clinical trials.
18. To request discharge and be discharged against medical advice.
19. To be free from physical or chemical restraint and/or seclusion that is not medically necessary.
20. To know what your medical record says, to request changes where appropriate, and to receive an accounting of disclosures regarding your personal health information.
21. To request information regarding transfer to, or treatment in another health care location and, except in emergencies, to be given a full explanation for a transfer if it is initiated by Columbia St. Mary's.

Your Rights And Responsibilities

22. To refuse transfer, except in emergencies, in circumstances where provision has not been made for continuing care and/or the receiving facility has not accepted the transfer.
23. To information regarding advance directives and to have assistance in formulating an advance directives document.
24. To have someone represent you in making health care decisions.
25. To request an Ethics Committee consultation.
26. To express a concern and/or initiate Columbia St. Mary's patient grievance process.
27. To consent, limit, stop, and/or deny use of any recording or filming related to your care.
28. To receive visitors, phone calls, and mail.
29. To receive information in a manner you understand, including interpreter assistance when English is not your primary language or if visual, hearing or cognitive impairments prevent effective communication during your hospital stay and/or clinic visit.
30. To access protective, legal, and advocacy services.

Patients who have a concern should contact the Nurse Director and/or Patient Representative on duty. The Nurse Director and/or Patient Representative will direct the concern to the appropriate individual who will, in turn, act to resolve the matter to the patient's satisfaction. Should the patient wish to pursue the matter further, they may address the concern to the Administration of the respective hospital or clinic. If the patient's concern remains unresolved, the concern can be addressed to:

State of Wisconsin
Office of Quality Assurance
P.O. Box 2969
Madison, WI 53701-2969
Phone: (608) 266-8481

or

**Joint Commission on Accreditation
of Healthcare Organizations**
Office of Monitoring
Phone: 1-800-994-6610
email: complaint@jcaho.org

Patient Responsibilities

You have the responsibility:

1. To provide accurate and complete information about your health, to the best of your ability.
2. To notify staff if you do not understand your health care plan and what is expected of you.
3. To mention concerns about your care and report changes in your condition.
4. To be considerate of the rights of other patients, hospital and/or clinic personnel, and hospital property, as well as to follow the rules and regulations pertaining to patients and families.
5. To provide the hospital and/or clinic with information concerning your sources of payment and your ability to meet these obligations.
6. To cooperate with the advice, treatment plan, and prescription(s) you are given.
7. To discuss with your doctor or nurse any questions or intention not to follow your treatment plan and accept the outcomes of your decision(s).

If patients have questions regarding their responsibilities, the Nurse Director and/or the Patient Representative on duty should be contacted.

Your Rights And Responsibilities

Important Message from Medicare

Your Rights as a Hospital Patient

- You have the right to receive necessary hospital services covered by Medicare, or covered by your Medicare Health Plan ("your Plan") if you are a Plan enrollee.
- You have the right to know about any decisions that the hospital, your doctor, your Plan, or anyone else makes about your hospital stay and who will pay for it.
- Your doctor, your Plan, or the hospital should arrange for services you will need after you leave the hospital. Medicare or your Plan may cover some care in your home (home health care) and other kinds of care, if ordered by your doctor or by your Plan. You have a right to know about these services, who will pay for them, and where you can get them. If you have any questions, talk to your doctor or Plan, or talk to other hospital personnel.

Your Hospital Discharge and Medicare Appeal Rights

Date of Discharge: When your doctor or Plan determines that you can be discharged from the hospital, you will be advised of your planned date of discharge. You may appeal if you think that you are being asked to leave the hospital too soon. If you stay in the hospital after your planned date of discharge, it is likely that your charges for additional days in the hospital will not be covered by Medicare or your Plan.

Your Right to an Immediate Appeal without Financial Risk: When you are advised of your planned date of discharge, if you think you are being asked to leave the hospital too soon, you have the right to appeal to your Quality Improvement Organization (also known as a QIO). The QIO is authorized by Medicare to provide a second opinion about your readiness to leave. You may call Medicare toll-free, 24 hours a day, at 1-800-MEDICARE (1-800-633-4227), or TTY/TTD: 1-877-486-2048, for more information on asking your QIO for a second opinion. If you appeal to the QIO by noon of the day after you receive a noncoverage notice, you are not responsible for paying for the days you stay in the hospital during the QIO review, even if the QIO disagrees with you. The QIO will decide within one day after it receives the necessary information.

Other Appeal Rights: If you miss the deadline for filing an immediate appeal, you may still request a review by the QIO (or by your Plan, if you are a Plan enrollee) before you leave the hospital. However, you will have to pay for the costs of your additional days in the hospital if the QIO (or your Plan) denies your appeal. You may file for this review at the address or telephone number of the QIO (or of your Plan).

General Information

Automated Teller Machines (ATMs)

CSM Hospital Columbia—First floor near the Cashier

CSM Hospital Milwaukee—First floor near the Admitting/waiting area

CSM Hospital Ozaukee—Pilger Atrium, Garden Level near the cafeteria seating area

Chapel Or Quiet Room

A Chapel or Quiet Room is available at all Columbia St. Mary's hospitals. Visitors of all faiths are welcome to visit for worship, prayer, and quiet reflection.

Locations:

CSM Hospital Columbia—The Quiet Room is on the first floor

CSM Hospital Milwaukee—Two Chapels are available; one on the first floor of the West Facility, and one on the second floor of the East Facility

CSM Hospital Ozaukee—The Chapel is on the second floor

Gift Shops

Gift Shops are available at each of the three hospitals. The selection includes jewelry, clothing, and gifts for all occasions. In addition, there are greeting cards, magazines, candy, flowers, and plants.

Locations:

CSM Hospital Columbia—First floor, west of the orange elevators

CSM Hospital Milwaukee—First floor

CSM Hospital Ozaukee—First floor, on the west side of the Pilger Atrium

Parking And Valet Service

On-site parking for patients and visitors is available 24 hours a day, seven days a week.

Patients and visitors are cautioned not to park in reserved areas or certain designated areas. Please be sure to lock your car.

Valet parking is available at the main entrances of all Columbia St. Mary's hospitals.

Pharmacy

For your convenience, three full-service community pharmacies are available at Columbia St. Mary's.

CSM Hospital Columbia—Newport Pharmacy, located on the first floor off the lobby

CSM Hospital Milwaukee—Seton Pharmacy, located on the first floor

CSM Cathedral Square Urgent Care Center—Cathedral Square Pharmacy,
located at 734 N. Jackson Street.

All locations accept most pharmacy insurance plans.

Columbia St. Mary's Foundation

Philanthropy enhances the lives of thousands of Columbia St. Mary's patients each year. Every donation, large or small, contributes to what our patients have grown to expect — only the best quality care.

A Gift You Can Believe In

Our donors' gifts make a major impact on the health of our community. In many cases, donations reflect the gratitude of patients who want to "give back." When Columbia St. Mary's Foundation provides funding to our hospitals and clinics, your gifts help us care for vulnerable populations, make advances in medical care, and offer education and training for staff.

Honor & Memorial Gifts—A Thoughtful Tribute

Gifts may be made in honor of nurses, physicians, or other staff as a special way to thank them for their care. An honor gift may also commemorate a special event. A memorial gift honors a loved one's life and serves to reflect upon memories that live forever. In each case, the honoree or family of the person memorialized will be notified of your gift.

Make A Gift

You can make a gift by calling the Columbia St. Mary's Foundation office at (414) 326-2077 (or dial 85-2077 from within the hospital).



Important Phone Numbers

(All phone numbers are area code 414 unless listed)

Columbia St. Mary's Hospital Columbia

Main Switchboard/Hospital Operator	961-3300
Information Desk	961-3350
Admitting	961-3400
Billing	326-1900
Case Management/Social Workers	961-3680
Central Scheduling	326-1800
Chaplain Services	961-3765
Emergency Department	961-3500
Financial Counselor	961-8174
Food Services (Patient Meals)	Dial 3862
Foundation	326-2077
Gift Shop	961-3737
Language Services	326-2072
Nutrition Services (Dietitian)	961-3884
Patient Representatives	961-4111
Pharmacy	961-3464
Security (Lost and Found)	961-3333
Volunteer Services	961-3999

Columbia St. Mary's Hospital Milwaukee

Main Switchboard/Hospital Operator	291-1000
Information Desk	291-1001
Admitting	291-1100
Billing	326-1900
Case Management/Social Workers	291-1225
Central Scheduling	326-1800
Chaplain Services	291-1433
Emergency Department	291-1200
Financial Counselor	291-1097, 291-1098
Food Services (Patient Meals)	Dial 6368
Foundation	326-2077
Gift Shop	291-1024
Language Services	326-2072
Nutrition Services (Dietitian)	291-1036
Patient Representatives	291-1406, 291-1791
Pharmacy	291-1303
Security (Lost and Found)	291-1081
Volunteer Services	291-1279

Important Phone Numbers

(All phone numbers are area code 414 unless listed)

Columbia St. Mary's Hospital Ozaukee

Main Switchboard/Hospital Operator	262-243-7300
Information Desk	262-243-7346
Admitting	262-243-7393
Billing	326-1900
Case Management/Social Workers	262-243-7349
Central Scheduling	326-1800
Chaplain Services	262-243-7362
Emergency Department	262-243-7373
Financial Counselor	262-243-7440
Food Services (Patient Meals)	Dial 6325
Foundation	326-2077
Gift Shop	262-243-7328
Language Services	326-2072
Nutrition Services (Dietitian)	262-243-7376
Patient Representatives	262-243-7304, 262-243-7327
Pharmacy	961-3464
Security (Lost and Found)	262-243-7144
Volunteer Services	262-243-7355, Dial 5171

Sacred Heart Rehabilitation Institute

Main Switchboard/Hospital Operator	961-3300
Information Desk	961-3350
Admitting	298-6750
Billing	326-1900
Case Management/Social Workers	961-3680
Chaplain Services	961-3765
Financial Counselor	961-8174
Food Services (Patient Services)	Dial 3862
Foundation	326-2077
Gift Shop	961-3737
Language Services	326-2072
Nutrition Services (Dietitian)	961-3884
Patient Representatives	298-6715
Pharmacy	961-3464
Security (Lost and Found)	961-3333
Volunteer Services	961-3999

Hospital Price Finder **326-2160** *Available 24 hours a day*

Smoke-Free Hotline **326-2525**

Questions About Your Care

Your experience at Columbia St. Mary's is important to us. Within a few weeks of your stay, you may receive a survey from Press Ganey Associates. By completing and returning the survey, you can help us to identify ways to improve our services.

During your stay, you may use this page to write down any questions that you would like to ask your nurses and/or doctors.

Discussed

Discussed

Discussed

Columbia St. Mary's Hospital Columbia
2025 E. Newport Avenue
Milwaukee, WI 53211

Columbia St. Mary's Hospital Milwaukee
2323 N. Lake Drive
Milwaukee, WI 53211

Columbia St. Mary's Hospital Ozaukee
13111 N. Port Washington Road
Mequon, WI 53097

Sacred Heart Rehabilitation Institute
2025 E. Newport Avenue
Milwaukee, WI 53211

**Columbia St. Mary's
Community Physicians**
*Clinics throughout southeastern
Wisconsin*

Columbia College of Nursing
2121 E. Newport Avenue
Milwaukee, WI 53211

Orthopaedic Hospital of Wisconsin
(a partnership with Columbia St. Mary's)
575 W. River Woods Parkway
Glendale, WI 53212

Columbia St. Mary's Foundation
4425 N. Port Washington Road
Glendale, WI 53212



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