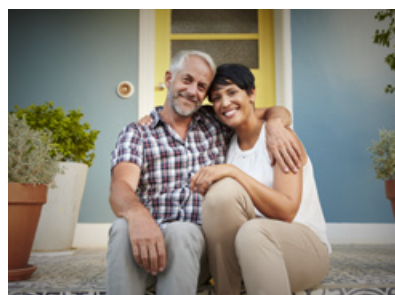


# DURING YOUR STAY







## WI-FI

Deaconess Memorial Medical Center has free Wi-Fi. Please select “DMMC-Guest” from your network options to connect.



## NO TOBACCO

No tobacco products or e-cigarettes are allowed on Deaconess property.



## WEAPONS

For the safety of patients, families and staff members, no weapons of any kind are allowed in the hospital or clinics.



## NO VALUABLES

Send your valuables home. This includes expensive jewelry, tablets/iPads, laptops, etc. Deaconess Memorial is not responsible for the loss of or damage to any personal belongings or valuables retained in patients’ possession or brought to patients while in the hospital.



## HAND HYGIENE

Every person—visitors and staff—entering or leaving a patient room should clean their hands with the wall-mounted hand sanitizer or by washing their hands at the sink. If you’re unsure if staff members have cleaned their hands on the way into the room, please don’t be afraid to ask. Clean hands save lives.



## 800 GIFT SHOP

Stop by our gift shop located in the main lobby for an assortment of gifts, home décor, accessories, flowers, greeting cards, jewelry, clothing, snacks and other pick-me-up items. Hours are Monday - Friday, 9 am - 6 pm; Saturday, 10 am - 4 pm; and Sunday, 12 - 3 pm. To place an order, call 812-996-0403.



## SPIRITUAL CARE SERVICES

Chaplains are available 24/7 to provide spiritual care to you and your support system. You do not have to be a member of a church or particular faith group to ask for a chaplain visit. Ask your nurse to request a visit from one of the chaplains.

A chapel is located on Level 1 and is open at all times for prayer, meditation or simply a quiet retreat. A Catholic Mass is held in the chapel every Wednesday at 4:30 pm and broadcast in-house on channel 98 on patient televisions.



## ETHICS CONSULTATION SERVICES

Ethics consultation services are available for patients, families, support systems and providers when difficult health care decisions are to be made. Ask your nurse to request assistance from our Ethics Committee.



## INFORMATION DESK

Our Information Desk is located just inside the main entrance. These staff members and volunteers can help with wayfinding, assisting visitors with nearby overnight accommodations, and other hospitality needs that patients and visitors may have.



## HOW TO ORDER YOUR MEALS

Deaconess Memorial provides convenient meal ordering through room service, including any dietary restrictions prescribed by your provider. All meals are made when ordered and delivered directly to the patient’s room. Please allow 45 minutes for delivery. Our staff can help you through the ordering process.

### Placing an Order

- Call Food and Nutrition Services by dialing 3663 from the phone in your room.
- Operating hours: 6:30 am to 6:30 pm. Breakfast service ends at 9:30 am.
- Use the menu provided in your room when placing your order.
- Request a visit from our room service specialist by calling 3663.

### Advance Meal Orders

Loved ones can help by pre-ordering a patient’s meal.

- Dial 3663 from a hospital phone or 812-996-2882 from outside the hospital.
- Advanced meal order times are 9:00 – 10:30 am and 2:00 – 6:30 pm.
- When calling, indicate to the call center specialist you want to place an advance meal order.

**Note to Families/Guests:** Patients have diets prescribed by their provider. Please don’t bring food to the patient unless explicitly permitted by their health care provider.



**Deaconess**



## FOOD OPTIONS FOR VISITORS

### Guest Trays from Room Service

- Meal vouchers for guest trays are available in the Tower Café or by calling 3663 from a hospital phone.
- Cost is \$5 for breakfast and \$10 for lunch and dinner.

### Tower Café

Hours:

6:30 am - 6:30 pm, Monday through Friday

7:00 am - 2:00 pm, Saturday and Sunday

Holidays: 11:00 am - 2:00 pm

Located in the lower level of the LCM Tower

### Vending Areas

Snacks and beverages are available near waiting areas on each floor and near the Tower Café.



## COMMUNICATING YOUR NEEDS AND WISHES

We want to have open communication with patients and families. If you have a question or don't understand part of your care plan, please discuss with your care team so we can provide you the information you need.

- Your nurse is the first person to call when you need something.
- If you are unsatisfied, please ask for nursing unit leadership.
- If you remain unsatisfied, please call our Patient Experience Officer from the phone in your room by dialing 8513 or outside the hospital, call 812-996-8513. You can also email [patientexperience@mhhcc.org](mailto:patientexperience@mhhcc.org).



## FINANCIAL INFORMATION AND MEDICATION ASSISTANCE

Deaconess Memorial offers a variety of programs and services to help you with the financial part of your hospital stay. For more information on these services, go to [deaconessmemorial.com](http://deaconessmemorial.com), click on "Patients & Visitors," and then choose "Financial Assistance." If you prefer to speak with a person, call 800-467-6802 (option 5, then option 4). One of our financial counselors will answer your call and provide information on insurance, prices, Medicare, payment plans, charity care, etc.

Taking your medication as prescribed is an important part of your treatment. To make sure all patients receive the medication they need, Deaconess Memorial offers medication assistance through The Mary Potter Medication Resource Center. This center uses public and private services to help patients receive medication at reduced or no cost. If you need help paying for your medication, please talk to your health care provider or social worker.



## VISITATION GUIDELINES

Visitor policies may be affected by respiratory illnesses, including COVID-19 and flu. For current information, visit [deaconessmemorial.com/patient-visitors](http://deaconessmemorial.com/patient-visitors)



## RESTRICTIONS

Sometimes we have restrictions (related to age of patients/visitors, health status of visitors, or condition of patient) on who can visit a patient in the hospital. These restrictions are in place for your safety. Please cooperate with them.



## GOING HOME/ BEING DISCHARGED

Early in your hospital stay, we'll begin planning for a safe transition to your home or your next level of care. Your discharge team is available to help you make plans for discharge, such as help getting your medications, arranging follow-up appointments or other needs. If you need help with this planning, please ask your nurse or physician to contact a social worker.



## PATIENT RIGHTS AND PRIVACY

To view information online: [deaconessmemorial.com/about-us/privacy-practices/](http://deaconessmemorial.com/about-us/privacy-practices/)

Printed copies can also be provided upon request.

# 7 Simple Steps for a Safer Stay at Deaconess

Your safety is our top priority. Help us keep you safe and comfortable while in the hospital. Use this guide to learn tips for preventing complications.



## 1. Identification

- We will review parts of your medical record with you. Tell us if any of the information is wrong.
- Your ID band will be checked many times by caregivers. Please look at it to make sure the information is right.
- We will also ask you to verify your name and date of birth many times.



## 2. Preventing Infection

- Wash your hands with soap and water or with the hand sanitizer we've given you, especially before all meals and after using the restroom.
- Don't hesitate to ask doctors, care providers and visitors if they washed their hands.
- If you have IVs or other tubes, ask us why they are there and how long you'll need them.
- Tell us if you have diarrhea or vomiting or if your bed needs changing.
- Daily bathing and oral care are important to prevent infection. Caregivers will help you as needed.



## 3. Preventing Falls

- A fall could increase your time in the hospital! Before you get out of bed or up from a chair, please call first by using your call light and wait for help.
- Please wear the non-slip socks we've given you.
- Use your usual walking aids (like a cane, walker, etc.). If you need a different type, tell us.



## 4. Preventing Blood Clots

- Move your legs and ankles as often as possible.
- Wear compression devices as advised while in bed (like "scuds").
- Drink your recommended fluids and take blood-thinning medications or injections as prescribed.
- Eat your meals out of bed if possible.
- If your doctor recommends walking, we will help you do so a few times a day.



## 5. Preventing Pressure Injuries (Bed Sores)

- Change your position every hour or two.
- We will help you change position and work with you on ways to relieve pressure.
- Call us if you're uncomfortable.



## 6. Understanding Your Medicines

- Tell us if you're allergic to any medicines.
- Let us know what medicines you've been taking at home (prescription, over-the-counter and supplements).
- Your doctor, nurse or pharmacist will be glad to answer questions about your medicines and how and when to take them.
- Ask about possible side effects.
- Do not take any medications except the ones given to you by your nurse.



## 7. Before Leaving the Hospital

- Talk to us if you have questions or concerns about your plan of care or what will happen when you leave.
- If you need a ride or are unsure about getting your medicines, we can help.
- If you have a chronic disease, like congestive heart failure (CHF), chronic obstructive pulmonary disease (COPD) or diabetes, you may benefit from additional services or resources.
- Let us arrange any needed home health services or equipment deliveries as soon as possible.
- Make sure you know when your next appointment is or how to schedule it.
- MyChart could be very helpful to you. With MyChart you can:
  - + Schedule appointments
  - + Track medicines
  - + See lab and test results quickly
  - + Communicate with providers

## MyChart

Ask your care team about activating your MyChart account while you're here, or visit [deaconessmemorial.com/memorial-mychart](https://deaconessmemorial.com/memorial-mychart) to learn more or activate your account.

# About Deaconess Memorial

Thank you for giving us the opportunity to meet your health care needs. Our dedicated physicians and caregivers are committed to your physical, emotional and spiritual healing as they strive to live out the mission of Deaconess Memorial Medical Center. For over 70 years, we have earned a reputation for providing compassionate, quality care to the communities we serve.

## History

Deaconess Memorial (formerly Memorial Hospital) was founded by the Little Company of Mary Sisters in 1951 and continued its support for over 70 years. The bronze statue in the front lobby of the hospital is a life-size replica of Venerable Mary Potter, the foundress of the Little Company of Mary Sisters. The Congregation was named for the “little company” of faithful followers who remained with Mary, the Mother of Jesus, at the foot of the cross.

“Memorial” was originally included in the name of our hospital to honor those men and women who served our country in times of war, providing a living memorial in their honor.



In 2024, Memorial proudly became part of Deaconess Health System. Our current name reflects our continued dedication to the community, our Catholic identity and our mission of delivering compassionate care close to home as we strive to continue the legacy of the Little Company of Mary Sisters.

## The Risen Christ Crucifix

While there are many different styles of crucifixes, the one hanging on the walls throughout Deaconess Memorial is called the Resifix, or resurrection crucifix, because Christ is depicted as the Risen Christ with His arms outstretched in praise, embracing His people.

## Our Mission

*Christ's healing mission of compassion empowers us to be for others through quality and excellence.*

## Our Vision

*We are committed to being the preferred health and wellness provider; transforming lives through faith-based, compassionate care.*

## Our Core Values

*Respect for Human Dignity  
Compassionate Caring  
Stewardship  
Quality  
Justice*

## Would you like to honor a caregiver at Deaconess Memorial?

To tell someone “I caught you caring” and make a donation in their honor to the Memorial Hospital Foundation, visit: [weblink.donorperfect.com/CaughtYouCaring](https://weblink.donorperfect.com/CaughtYouCaring)

## Volunteer With Us!

To learn more about the benefits, requirements, or to request a volunteer application, please contact the Volunteer/Guest Services Supervisor at 812-996-0504.





## ABOUT ADVANCE DIRECTIVES

“Advance directive” is a term that refers to your spoken and written instructions about your future medical care and treatment. It spells out what treatments you do or do not want. These papers only discuss medical treatment and are not the same as legal or financial documents (such as a power of attorney).

By making your health care choices known before you are sick or injured, you help your family and health care providers understand your wishes about medical care and prevent disagreement or confusion about what you would want.

The Social Work team responds to requests for advance directives. If you'd like to know more about advance directives, how to fill out forms to create your advance directive, or even how to change your existing advance directives, please ask your nurse to contact the Social Work team. For advance directive needs outside your hospital stay, Deaconess Memorial Health Ministry can be reached at 812-996-8422.

Links to forms are available by scanning the QR code at right or by going online to [deaconessmemorial.com/patient-visitors/advance-directives](https://deaconessmemorial.com/patient-visitors/advance-directives)



**STOPPING SMOKING** is one of the hardest things for a person to do, but it's one of the single best ways to help you live longer and better. If you're ready to quit, here are three state resources that offer a free quit line, including one-on-one coaching, online tools and resources and more.

**Indiana:** Indiana Tobacco Quitline, [in.gov/quitline](https://in.gov/quitline), 1-800-QUIT-NOW

**Illinois:** Illinois Tobacco Quitline, [quityes.org](https://quityes.org), 1-866-QUIT-YES

**Kentucky:** Quit Now Kentucky, [quitnowkentucky.org](https://quitnowkentucky.org), 1-800-QUIT-NOW

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*It is the policy of Deaconess Memorial Medical Center not to discriminate on the basis of disability. Deaconess Memorial has adopted an internal grievance procedure that provides prompt and equitable resolution of complaints alleging any action prohibited by Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. § 794. Section 504 prohibits discrimination on the basis of disability in any program or activity receiving federal financial assistance. Any person who believes she or he has been subjected to discrimination on the basis of disability may file a grievance under this procedure. Please contact Deaconess Memorial's Corporate Compliance & Privacy Officer at 812-996-0474 if you would like to file a grievance. It is against the law for Deaconess Memorial to retaliate against anyone who files a grievance or cooperates in the investigation of a grievance.*

Deaconess Memorial Medical Center complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

**Español (Spanish)** Deaconess Memorial Medical Center cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

