

From its humble beginnings in 1930 when John Homer Bothwell Memorial Hospital first opened its doors, Bothwell Regional Health Center has developed into the state-of-the-art regional health system you see today.

Accredited by The Joint Commission, Bothwell offers high-tech medical diagnostics and treatment coupled with high-touch patient care. Services feature a full range of medical and surgical care including cancer care, emergency services, orthopedics, cardiovascular care, obstetrics and gynecology, outpatient services, diagnostic imaging, and community health and wellness education. There is also a network of clinics, outpatient service facilities and rehabilitation services located across the region.



John Homer Bothwell

Whether your admission was planned or unexpected, the staff of Bothwell Regional Health Center is committed to providing you and your family with exceptional care. We will make every effort to ensure your stay is as pleasant and comfortable as possible. Over 900 employees support the medical expertise of more than 60 full-time medical staff.

If you have any questions, please let any of us on the Bothwell team know. We are dedicated to helping you and your family, and our goal is that you get well and stay well at Bothwell.

ABOUT BOTHWELL

The Bothwell Foundation supports the mission of Bothwell Regional Health Center and the health care needs of the communities it serves through contributions from our patients, friends and employees. The Bothwell Foundation offers opportunities for our supporters to contribute to various funds including cancer, stroke, cardiac, patient assistance, scholarships and women's health; or to pay tribute to loved ones, whether in honor of or in memory.

Through generous gifts from the communities we serve, the foundation is able to fund health projects that meet a variety of needs and benefit the overall health of our community. Gifts made to the foundation are tax deductible. **To learn more, contact the foundation at (660) 829-7786 or visit brhc.org/foundation.**

BOTHWELL REGIONAL HEALTH CENTER MISSION

Working together to provide exceptional
health and wellness services



BOTHWELL REGIONAL HEALTH CENTER FOUNDATION

This information is designed to help you understand your rights and responsibilities regarding pain and its treatment based on your plan of care.

MEDICATION

All medications you take while in the hospital are prescribed by your provider, dispensed by the hospital's pharmacy and administered by a nurse. You are not permitted to use your own drugs (see exceptions) or administer your own drugs (with the exception of special equipment furnished by the hospital that administers pain medicine following surgery), or to keep personal medications at your bedside. Home medications should either be sent home, or sent to the Pharmacy to be secured during your admission.

EXCEPTION: If your prescriber orders something that the hospital pharmacy does not stock, you may be asked to bring in your medication from home. For your safety, and in accordance with state and federal law, those medications must be reviewed, inspected and labeled prior to administration by your nurse.

PAIN MANAGEMENT

We encourage you to:

- Ask your provider what to expect regarding pain and pain management
- Discuss pain relief options with your provider and nurses
- Work with your provider and nurses to develop a pain management plan
- Ask for pain relief when pain first begins
- Help your provider and nurses assess your pain
- Tell your provider or nurses if your pain is not relieved
- Tell your provider or nurses any worries you have about taking pain medication

You have the right to:

- Information and answers to questions about pain and pain relief
- Feel that staff cares about your pain
- A quick response from staff when you report pain
- The most appropriate and available pain relief treatments
- The services of a pain specialist, if needed
- A sense that a complaint of pain is believed by the staff

MEDICATION AND PAIN MANAGEMENT

Because visitors can be good medicine for patients, family members and friends are welcome to visit you. Visiting hours are 8 a.m. to 8 p.m.; however, your care team may adjust the length of visiting hours and/or number of people as deemed necessary and appropriate.

GENERAL VISITOR GUIDELINES*

- All visitors are asked to enter the hospital through the main entrance, which is open 5:30 a.m. to 7:30 p.m. After hours, visitors must check in with security.
- People with colds, sore throats or any contagious diseases should not visit you.
- Visitors are encouraged to wash or sanitize their hands when entering and leaving your room.
- Visitors should avoid making unnecessary noise.
- Visitors may be asked to leave the room during tests, treatments or when the provider or nurse needs to see you in order to protect your privacy.
- Some hospital situations are not appropriate for children so consider your situation before allowing children to visit you. We do not provide child care services for patients or visitors.

- Visitors should check with the nurse before bringing you food or drinks.
- Visitors and patient families who want to eat with you may obtain a guest meal ticket for a small cost. Tickets are available in Registration and should be given to the clerk at the nursing desk.
- Your family and friends can call you by dialing the switchboard at (660) 826-8833 and asking for you by name or call you directly at (660) 827-9XXX. The XXXs are your three-digit room number.

**Guidelines are subject to change based on current situations.*

PARKING

Free parking is available 24 hours a day, seven days a week in all Bothwell parking lots. Do not park in reserved or designated areas and remember to lock vehicles to protect belongings.

FAMILY AND VISITOR LOUNGES

There are specially designated lounge areas for your visitors on each patient floor and on the first floor in the lobby. Specific areas have been designated in the Critical Care and Progressive Care Units, the Emergency Department, Surgery, and Women's Health.

Your hospital care team consists of many people, all of whom are experienced and dedicated to your care. You are encouraged to ask your care team members questions and be an active participant in your recovery.

PRIMARY CARE PROVIDER

A member of the Bothwell medical staff who is either a physician or a nurse practitioner with ultimate responsibility for your care.

HOSPITALIST PHYSICIAN

If you do not have a primary care provider or you see a physician who does not have privileges at Bothwell Regional Health Center, you may be assigned to one of our hospitalists. A hospitalist is a physician who specializes in caring for patients only while they are admitted to the hospital.

NURSES

Our nurses constantly monitor your status to assure your well-being. Your nursing team may include a nurse manager, registered nurses or certified nurse aides.

PATIENT CARE COORDINATOR

Our Patient Care Coordinators supervise nurses and staff, have administrative responsibilities and ensure adequate staffing for the oncoming shifts.

CASE MANAGEMENT TEAM

This team consists of nurses and social workers who collaborate to assess, plan, facilitate, coordinate, evaluate, and advocate for care options and services to meet your comprehensive health needs during and after your hospital stay. Office hours are 8 a.m. to 4:30 p.m., Monday through Friday. Please ask your nurse if you would like to talk to someone from this department.



You may also be visited by other health care professionals, including laboratory personnel, respiratory therapists, radiology technologists and physical, occupational or speech therapists. These employees can be clearly identified by their Bothwell Regional Health Center name badges bearing their photos.

YOUR HOSPITAL CARE TEAM

Many Bothwell team members work together to make your hospital stay comfortable. If you are not satisfied with your room or its amenities, please let your nurse know.



YOUR ROOM

Your room assignment is based on your admitting diagnosis and the bed availability on the day of your admission. Your nurse will explain everything you need to know to make your stay safe and comfortable including how to operate your bed, television and telephone.



DINING SERVICES

Our patients are provided with food services prepared by the Bothwell dietary team. Specific food options may vary based on your needs and dietary options can be requested from your care team.



HOUSEKEEPING/ENVIRONMENTAL SERVICES

Our housekeeping team works hard to keep your room clean and sanitary. Please let us know if you are in need of environmental services.



MEDICAL ROUNDS

Once each day, your provider will meet with you to assess your health, update you on your progress and plan of care and answer any questions.



BEDSIDE REPORT

Bedside report is when nurses changing shifts meet by your bedside to talk about your care. This gives you a chance to meet the nurse taking over, ask questions and share important information with your nurses. Your involvement in the bedside report is encouraged but not required. If you opted out of bedside reporting during admission to the hospital, a 'do not disturb' sign will be hung on your door.



QUIET TIME

We are focused on promoting a quiet and restful environment, particularly during night time hours. Each evening, "quiet time" begins at 9 p.m. Lights in the corridor will be dimmed and your door may be closed at your request. If you are disturbed, please let your nurse know so the situation can be addressed.

YOUR STAY WITH US—YOUR ROOM

Bothwell has several units that provide different types of care and services. Below you will find descriptions and any special guidelines.

GENERAL UNITS

Non-intensive care units include the Progressive Care Unit, 2 Southwest, 3 Southwest, Orthopedics and Pediatrics. These units make up the majority of the beds in Bothwell.

There are no restrictions on visiting hours in Pediatrics for parents, grandparents, ministers and teachers. Brothers and sisters of the patient are encouraged to visit at the discretion of the charge nurse.

WOMEN'S HEALTH & NEWBORN CARE

This unit is locked at all times. For security purposes, your baby will have three security bracelets; one on an arm and one on each ankle. You and the baby's father (or your support person) will have bracelets with numbers that match your baby. An alarm may sound when the bracelets are close to doors or windows.

To help your family bond more quickly your baby will stay in a bassinet in your room. Fathers, or one support person, may stay overnight in the room with you.

Visiting hours are flexible and family members can bring food to you. You may also order room service and there are designated times that you can order from the menu with Dining Services. Children may visit you, but only siblings should handle your baby during your stay.

We provide diapers and formula. If you are breastfeeding, we can provide you with a breast pump and supplies if needed, and we have a refrigerator designated for breast milk storage.

LABOR AND DELIVERY

A maximum of three people may be with you in the delivery room. We request only three visitors at a time, but you may take turns with as many people as you wish. Children must be at least 12 years old to visit you in the delivery room. Typically you will be moved from Labor and Delivery into a postpartum room within two to three hours of giving birth.

NEONATAL INTENSIVE CARE UNIT (NICU)

This unit is for newborn babies who need intensive medical care. The NICU has advanced technology and trained health care professionals to provide special care for our youngest patients.

CRITICAL CARE UNIT

The Critical Care Unit (CCU) is where seriously ill patients receive specialized care such as intensive monitoring and advanced life support. The CCU has open visiting hours. If you are in the CCU, we ask that your family use the phone in the CCU waiting room to call in prior to coming into the unit. This provides privacy for you, your family members and other patients. We reserve the right to limit visitors when necessary, based on your condition or the condition/procedures of other patients in the CCU.

SWING BED PROGRAM

While you are recovering, your "bed status" may change to the swing bed program. Each general unit is equipped to handle patients who are in swing bed status and doesn't necessarily mean that you will move to a different unit. Swing bed status determines your level of care and is for patients transitioning from acute level of care to skilled nursing home level of care.

LEAVING YOUR UNIT

If you want to leave your unit, please check first at the nursing station to make sure your provider has given approval and to let the staff know where you can be reached. It's important to stay in your room until your provider has made rounds and treatments have been completed.

YOUR STAY WITH US—YOUR UNIT

We are pleased to offer a number of on-site services for your convenience, as well as for your family and visitors.



ATM SERVICE

An automated teller machine is located on the first floor by the Gift Shop.



CAFETERIA

The Bothwell Café is located on the ground floor near the public elevators, and hours are 7:30 a.m. to 6:30 p.m. every day. Guests and visitors are welcome to free coffee and tea in the patient care units and in the Bothwell Café. Receipts for food purchases are available upon request.



GIFT SHOP

The Gift Shop is located on the first floor and is operated by the Bothwell Regional Health Center Auxiliary. Hours are 9 a.m. to 5 p.m. Monday through Saturday and 1 to 5 p.m. Sunday.



INTERNET ACCESS

Bothwell provides wireless access throughout the hospital so that you and your visitors can access the internet. Note that this system may block content deemed inappropriate to hospital standards and is not intended for file sharing or large file downloads.

Some applications or protocols may not work on the wireless network. Wired connections are available in the Progressive Care Unit (PCU) patient rooms and 2 North. They can be identified by their yellow network jacks, and are labeled "Y-##" (## being a number). Instructions for use can be obtained from the nurse's station in these units.



INTERPRETERS

We offer interpretive services via video by specially trained staff. If an interpretive device or services are needed, please notify your admissions representative or your nurse.



SPIRITUAL SUPPORT

Your minister, priest or rabbi is welcome to visit you in the hospital. If you do not have faith support, chaplain services are available to you and your family. A chapel is located near the main elevators on the first floor, and people of all faiths are welcome to visit it for prayer and quiet reflection. The chapel is open during visiting hours but is locked after hours. Please let a staff member know if the chapel is needed after regular visiting hours.



TELEPHONES

Cell phones may not be used in some designated areas of the hospital. Please ask a staff member if you have questions about using your cell phone.

Telephones are provided in each hospital room. Local and toll-free calls may be made, without charge, at any time from the room by dialing 5 and the number. Long-distance calls may be made collect or charged to your calling card. Follow the instructions on your calling card, or call the hospital operator if you need assistance.

Your family and friends can call your room by dialing the switchboard at (660) 826-8833 and asking for you by name or directly calling your room's individual phone number, which is (660) 827-9XXX. The Xs are your three-digit room number.



VENDING MACHINES

Vending machines are located on the ground floor along the hallway to the cafeteria, on the first floor near the Critical Care Unit waiting room, and on the second floor in the Progressive Care Unit reception area.

Your safety is important to us. Expect to participate in all decisions about your care, whether it is about medications, treatments, tests, or when you are being moved or lifted. Our team will explain what is happening to you and answer your questions so you feel safe and comfortable.

PLEASE SPEAK UP™

Bothwell Regional Health Center supports The Joint Commission's Speak Up program, which provides guidelines on how you can help make your care a good experience. Research shows that patients who take part in decisions about their health are more likely to get better faster.

- **Speak up** if you have questions or concerns. If you still don't understand, ask again. You have a right to know.
- **Pay attention** to the care you are receiving. Always make sure you're getting the right treatments and medicines by the right health care professionals.
- **Educate yourself** about your illness. Learn about the medical tests you get and your treatment plan.
- **Ask a trusted family member or friend** to be your advocate. They can ask questions that you may not think about.
- **Know what medicines you take** and why you take them. Medicine errors are the most common health care mistakes.
- **Use a hospital, clinic or surgery center** that has been carefully evaluated. The Joint Commission visits hospitals to see if they are meeting quality standards.
- **Participate in all decisions** about your treatment. You are the center of your health care team.

EMERGENCIES

Staff members will communicate in person with you if there is an emergency or disaster such as a fire or severe weather. You may need to move to another area of the hospital. Please follow the directions of the hospital staff and do not become alarmed. Evacuation of a hospital is rare; however, we are prepared to do so if necessary for the safety of our patients.

In the event of a disaster or other event that causes the loss of normal telephone communications, we may make alternate arrangements to contact families or responsible parties through the use of cell phones or other means. If telephone communications (normal and cell) are inoperable we may share information at www.brhc.org. We also may contact the news media about our status or other information.

Fire drills are conducted on a regular basis at varying times, and disaster drills are conducted twice per year to evaluate staff knowledge, response and competence. If a drill occurs while you are here, please remain in your room. Staff will let you know if any action needs to take place.

VALUABLES AND BELONGINGS

We strongly recommend that you leave any valuables at home or send them home with a family member. Take care of your personal items at your bedside to ensure that they are not accidentally thrown away. If you lose something, please notify your nurse immediately.

Unclaimed articles are turned in to Environmental Services and are kept there for a limited time. To inquire about lost articles, call the Bothwell operator by dialing 0 in the hospital or call (660) 826-8833 and ask for Environmental Services. Bothwell Regional Health Center is not responsible for lost or damaged items.

SECURITY

We employ a full-time security staff made up of former police officers, correction officers and other security personnel. Armed security officers patrol the hospital at all hours. If you need to contact a security officer you can ask hospital staff, dial 0 for the hospital switchboard or extension 7777 to reach the Security Office.

INFECTION PREVENTION

Your health is our top concern, so we take all precautions recommended by regulatory and advisory agencies to protect you through the control of infections. One of the best ways to keep you from acquiring an infection is also one of the simplest—washing hands. All your health care team members should wash their hands before and after they provide your care. If you don't see them do this, we encourage you to ask them. We suggest that visitors also wash or sanitize their hands when entering and leaving your room.

In addition to clean hands, staff will wear the necessary protective equipment, such as gloves, gowns, masks and eye protection, when providing your care. In some cases, health care staff may place you on precautions because of the risk of infection. Hospital staff may place a precautions sign on your room door, wear a mask or keep your door closed.

At Bothwell Regional Health Center, quality patient care is our primary concern. By outlining these rights and responsibilities, we hope to improve the level of care, treatment and outcomes.

YOU HAVE A RIGHT

- To choose a designated support person or representative to participate in the development and implementation of the inpatient or outpatient treatment care plan, pain management plan and discharge planning.
- To be informed of and involved in decisions regarding proposed and ongoing care/services.
- To refuse services in accordance with law and regulation.
- To access, request amendment to and receive an accounting of disclosures or health information.
- To choose whether or not to participate in research or clinical trials.
- To receive effective communication about services being provided.
- To have complaints heard, reviewed and, if possible, resolved.
- To file a complaint with the state authority.
- To have assurance of confidentiality of information, privacy and security.
- To receive appropriate assessment and management of pain.
- To be free from mental, physical, sexual and verbal abuse, neglect and exploitation.
- To address end-of-life decisions.
- To access care and treatment within the mission and capability of this hospital regardless of race, age, color, national origin, religion, sex, sexual orientation, gender identity, disability, diagnosis or source of payment.
- To choose your visitors, regardless of whether the visitor is a family member, a spouse, a domestic partner or friend, as well as your right to withdraw such consent to visitation at any time and the right for a "support person" to be identified who can also make the visitation decisions. The hospital respects your right that visitation privileges will not be restricted, limited or denied on the basis of race, color, national origin, religion, sex, sexual orientation, gender identity, disability, diagnosis or source of payment.

YOUR RESPONSIBILITIES

- To provide complete and accurate information about current complaints, past illnesses, hospitalizations, medications, and other matters relating to your health.
- To report unexpected changes in your condition.
- To provide feedback about service needs and expectations.
- To ask questions about care or services.
- To follow instructions. You, your caregiver and family should express any concerns they have about their ability to follow and comply with your proposed care plan.
- To understand and accept consequences for the outcomes if you do not follow the care plan.
- To follow the organization's policies and procedures concerning patient care and conduct.
- To show respect and consideration of the organization's personnel and property.
- To promptly meet any financial obligation agreed to with the organization.

Your rights and responsibilities are taken very seriously at Bothwell Regional Health Center. If you have questions or concerns regarding these requirements, ask to speak to a Patient Care Coordinator.

CONFIDENTIALITY

The Health Insurance Portability and Accountability Act (HIPAA) requires hospitals to take certain actions to ensure your right to confidentiality is protected. For more information on the confidentiality of your health information, please ask the staff member in Registration. Photographing, videotaping or audiotaping of any care being rendered to you is strictly prohibited, except to advance medical treatment for the purpose of medical education or quality improvement.

We want to hear from you whether you have concerns or compliments during your stay. This feedback helps us to continually improve and to recognize our team members.

PATIENT CONCERNS

You and your family are encouraged to immediately let hospital staff and your physician know if you have any concerns regarding your care. You can rest assured that expressing complaints/issues or grievances will not compromise your care or future access to health care. We value your observations and comments because they help us continuously improve the care and services we provide.

RESOLVING CONCERNS

We want to do our best to make sure your visit is as comfortable as possible. However, we realize from time to time you or your family may have questions, concerns or comments to share with our staff. Most patient concerns can be handled by Bothwell staff as they occur, and team members are encouraged to promptly resolve your concerns to the best of their ability.

If you encounter a problem, please speak with your provider first. If you are not satisfied or prefer to discuss your concerns with a third party, please contact your unit's director or if unavailable, ask to speak to a Patient Care Coordinator.

PATIENT GRIEVANCE PROCESS

A patient grievance is a formal written or verbal complaint filed by a patient that cannot be resolved promptly by hospital staff present. Please be assured that exercising your right to the grievance process will not compromise your care. Confidentiality will be respected at all levels of the process.

If your concerns remain unresolved, you may also contact the Patient Advocate Committee in writing of your grievance. The address is Patient Advocate, Bothwell Regional Health Center, 601 East 14th Street, Sedalia, MO 65301. We ask that you provide a detailed account of your concern and include your name, address and telephone number so that a response can be returned to you. A Bothwell staff member will contact you upon receiving your grievance and will fully investigate the complaint. We will provide you a written response detailing the steps taken within two weeks upon receipt of your grievance.

You or your family also may file a grievance with any state agency, regardless of whether you first pursued a grievance with the hospital. A list of state advocacy agencies and contact information is provided below for your convenience:

- Bureau of Health Facility Regulation, P.O. Box 570, Jefferson City, MO 65102-0570, (573) 751-6303
- Missouri Medicaid Recipient Service Unit, Division of Medical Services Recipient Services Unit, P.O. Box 6500, Jefferson City, MO 65102, (800) 392-2161

- Center for Medicare and Medicaid Services, 601 East 12th, Kansas City, MO 64106, (800) 633-4227
- State Board of Healing Arts, P.O. Box 4, Jefferson City, MO 65102, (573) 751-0098

To file a complaint about a health facility with the State of Missouri certification organization:

- Missouri Department of Health and Senior Services, Bureau of Health Facility Regulation, P.O. Box 570, Jefferson City, MO 65102-0570, (573) 751-6303, (573) 751-6400, (800) 392-0210

To file a complaint on quality of care or premature discharge:

- Kepro, the Missouri quality improvement organization for Medicare beneficiaries, (855) 408-8557
- QIO Livanta is responsible for medical case review, which supports the rights of people on Medicare, (888) 755-5580

To file a complaint with the accreditation agency:

- The Joint Commission, One Renaissance Blvd., Oakbrook Terrace, IL 60181, (800) 994-6610, www.jcaho.org

PRIVACY

If you believe that the privacy of your health information has been violated, you may file a complaint with our Privacy Officer, Health Information Management Director, or Corporate Compliance Officer. A dedicated phone number of (800) 887-8833 or (660) 829-7715 is available or, if you wish, you may email your concerns to privacy@brhc.org.

In addition, you may also file a written complaint with the Secretary of the U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Washington, DC 20201, (202) 619-0257; toll free (877) 696-6775.

COMPLIMENTS

Our Unit Directors or Case Managers are happy to receive your compliments about your care and our staff. From your room's telephone, call extension 9588, or from outside the hospital, call (660) 827-9588. Providers, nurses and staff members who receive compliments from patients are recognized in Bothwell's monthly e-newsletter.

The DAISY Award for Extraordinary Nurses was started in 1999 in Glen Ellen, California, by members of the family of Patrick Barnes, who died at the age of 33 of complications from an autoimmune disease. The care his nurses provided was the inspiration for the DAISY (Diseases Attacking the Immune System) Award.

By nominating your nurse, they are eligible to be named a DAISY Award honoree. Each honoree is recognized at a public ceremony in her/his unit and receives a certificate, a DAISY Award pin and a hand-carved stone sculpture titled "A Healer's Touch."

Please consider nominating a nurse by filling out the nomination form at www.brhc.org or ask for a nomination form and share your story of how he or she made a difference during your stay at Bothwell.

Your insurance policy is a contract between you and your insurance company, and you should familiarize yourself with the terms of your insurance coverage and what is and is not covered so there are no surprises after your hospital stay.

Bothwell will submit a claim to your insurance company(ies) and cooperate in doing so in a timely manner; however, you have the final responsibility for payment of your hospital bill.

HOSPITAL BILLS

When admitted to Bothwell Regional Health Center, you are assigned a patient representative. Their responsibility, as a non-medical employee of the hospital, is to help you with any problems or concerns of a non-medical nature that may arise concerning your account during your hospital stay. If you have questions concerning your bill and are covered by health insurance, you may call the appropriate representative listed below:

Medicare/Blue Cross	(660) 827-9435
Commercial Insurance/Work Comp/HMO	(660) 827-9463
Tricare/VA/VAPC3/Medicaid	(660) 827-9461

If you are self-pay, you may call the following representative based on the first letter of your last name:

A – G	(660) 827-9458
H – M	(660) 827-9402
N – S	(660) 829-8854
T – Z	(660) 829-7759

OTHER BILLS

You may receive a separate bill from your physician and any other providers or professional specialists who provided services ordered by your physician. Any questions concerning these bills should be directed to the phone number listed on the bill.

FINANCIAL COUNSELOR

Bothwell Regional Health Center offers financial counseling and may help find resources to assist you with part or all of your self-pay balances. The financial counselor can be reached from 8 a.m. to 2 p.m. Monday through Friday by calling (660) 827-9335.

FINANCIAL ASSISTANCE

If you're worried about paying for the care you receive at Bothwell or you don't have insurance, you may be eligible for financial assistance through Bothwell's Financial Assistance Policy, which exists to provide eligible patients or other responsible parties partially or fully discounted emergency or medically necessary care. Generally, patients are eligible for financial assistance based on their insurance status and income level.

Eligible Services: Emergency and/or medically necessary health care services provided by Bothwell Regional Health Center and associated primary care clinics.

Eligible Patients: Patients receiving eligible services, who submit a completed financial assistance application (including related documentation and information), and who are determined eligible for financial assistance by Bothwell Regional Health Center's Director of Patient Financial Services.

Financial assistance applications may be obtained as follows:

- From any Bothwell Regional Health Center facility registration desk
- Request an application by mail at 601 East 14th Street, Sedalia MO 65301
- Request an application by phone by calling (660) 827-9335
- Download an application at www.brhc.org

DETERMINATION OF FINANCIAL ASSISTANCE ELIGIBILITY

Generally, you are eligible for financial assistance based on your insurance status and income level. If you are uninsured with a family income of 138 percent of federal poverty level or less, or your personal income is under 138 percent of the federal poverty level, you may be eligible for a discount.

You will not be charged for emergency or other medically necessary care, more than the Amount Generally Billed, based on Medicaid fee-for-service and commercial insurance rates.

CREDIT AND COLLECTION POLICY

Bothwell Regional Health Center will bill all third-party insurers, including but not limited to Medicare, Medicaid, Tricare, Blue Cross, Workers Compensation carriers and other group or individual insurance carriers.

Although Bothwell Regional Health Center will bill third-party insurers, it is our intent that the bill will remain your responsibility as the patient receiving the services or the individual who is legally responsible for you.

The written instructions people use to state their health care preferences are called advance directives. Before making these important decisions, we recommend that you discuss the issues and your personal wishes with your family, close friends, provider, attorney, or clergy.

LIVING WILL OR WRITTEN HEALTH CARE DIRECTIVE

- Applies to "death prolonging procedure" and "terminal condition"
- Allows you to state what procedures are not to be used to keep you alive
- Must be in writing, dated and signed by you
- Witnessed by two or more individuals 18 years of age or older who are not related, financially responsible or a beneficiary to you

A legal health care directive covers a broader range of medical conditions that might arise.

- Simply write out your wishes, or you may use one of the forms that have been developed by various groups
- Instructions should be clear so there is no question about what you want done
- Only avoids treatment when death is imminent and treatment is ineffective to avoid or delay death

DURABLE POWER OF ATTORNEY FOR HEALTH CARE

- Allows you to appoint another person to make health care decisions for you and the types of treatment that may or may not be provided
- Includes a statement allowing the person to make decisions for you when your instructions do not cover a specific decision and you are not able to make your own decision
- Must be signed by you, witnessed by two other people and notarized
- Your loved ones must honor your specific directions and the decisions made by the person named in your Durable Power of Attorney for Health Care
- This person cannot authorize withholding or withdrawing of food and water unless you give specific authority to do so in the document

You may have either a Living Will or Durable Power of Attorney for Health Care or both. You do not need an attorney to prepare a Durable Power of Attorney for Health Care, but it is an important document that must meet certain legal requirements. You may want to have your attorney look over your document for you.

OUR POLICY ON ADVANCE DIRECTIVES

We believe it is your right to make health care decisions. Our goal is to make certain your preferences are known and respected. If you have not previously documented your health care preferences, the health care team will take all reasonable steps to maintain your life.

IMPORTANT POINTS

- Missouri law does not allow family members to make health care decisions for adult patients unless specifically granted in a Durable Power of Attorney.
- An advance directive has no effect in the event you are pregnant
- If you have an advance directive from another state, it will be accepted, but may not be fully enforceable if it fails to comply with Missouri law.
- An advance directive may be revoked at any time by any manner in which you are able to communicate.
- In the event your condition does not allow us to verify if you have an advance directive, all reasonable steps will be taken to maintain your life.

If you have any questions you would like answered, you may contact your nurse, chaplain, social worker, or your provider.

The following organizations provide forms for advance directives:

- Center for Practical Bioethics (formerly the Midwest Bioethics Center) Harzfeld Bldg., 1111 Main St., Suite 500, Kansas City, MO 64105, (816) 221-1100, (800) 344-3289
- The Missouri Bar, P.O. Box 119, Jefferson City, MO 65102, (573) 635-4128
- The Missouri Hospital Association, P.O. Box 60, Jefferson City, MO 65102-0060 (573) 893-3700
- Bothwell Regional Health Center, (660) 826-8833 or on our website at www.brhc.org

When you no longer need inpatient care, you will go through Bothwell's hospital discharge process. You will need to let your family or friends know that you are being discharged so they can help you or arrange transportation.

DISCHARGE

When your provider decides you are ready to leave the hospital, a discharge order will be written. Once your provider has approved your dismissal, the nursing staff will finalize your discharge plans. It may take two hours for you to complete your discharge process.

Your provider and our clinical staff will give you instructions about post-hospital care. If you have questions about your diet, activities, your need for follow-up care or other matters, please ask us for more information.

Collect all of your belongings and double check closets and drawers. If you have anything stored in the hospital safe, please call Registration at extension 9400 and a member of the staff will bring your belongings to you. You can also pick up your items from the hospital safe as you leave. If you brought in medications and they were stored in the Pharmacy, pick them up from there.

After you've been home a few days, our staff may call you to ensure there are no further needs and to answer any questions you may have.

HOME HEALTH, HOSPICE AND MEDICAL EQUIPMENT

A list of agencies that provide services in these areas can be provided by your case manager or social worker.

FOLLOW-UP APPOINTMENTS WITH YOUR PROVIDER

To schedule appointments from home:

- Call your provider
- Call Central Scheduling at (660) 829-8888

FROM THE BOTHWELL CEO

Hello, and welcome to Bothwell Regional Health Center. We are pleased that you and your physician have chosen us for your health care. Providing safe care is our top priority.

At Bothwell, we consider our patients to be part of the health care team, along with physicians, nurse practitioners, nurses, staff, and volunteers. You are the most important member of this team, and we encourage you to take an active role in your care.

This guide is designed to provide you and your family with important information about being a patient at Bothwell. It explains how your health care team works together to make your stay with us as comfortable, convenient and safe as possible. And, perhaps most importantly, it helps you plan for your return home. Please take a few minutes to review the guide once you are settled in your room.

Our goals are to provide you with care that is safe and uses state-of-the-art technology and the latest medical advances to address your specific needs.

We strive to be first-rate in every step of the health care process, from registration, patient care, cleanliness, follow-up instructions, billing, and more. Your feedback is very important to us, which is why following your stay at Bothwell Regional Health Center, you may be contacted by a company we contract with to conduct patient satisfaction surveys.

We hope you will take time to answer these questions. Gathering feedback is instrumental in helping us understand what we're doing well and addressing areas where we need to make improvements.

Thank you for trusting us with your care and warm wishes for a quick recovery.

Should you have a need to speak with me about your care, please call my office at (660) 827-9481 or my home at (660) 553-5064.

Lori Wightman, RN, FACHE
Chief Executive Officer

OUR MISSION

Working together to provide exceptional health and wellness services

OUR VISION

The best choice for exceptional care

JOINT COMMISSION ACCREDITATION

Bothwell Regional Health Center is accredited by The Joint Commission, formerly the Joint Commission on Accreditation of Healthcare Organizations. Joint Commission accreditation means Bothwell meets the exact standards set forth by the nation's premier hospital-accrediting organization and ensures that best practices to provide patient care in a safe manner and in a secure environment are followed.

CONTACT INFORMATION

Information Desk/Operator	(660) 826-8833 or extension 0
Registration	(660) 826-9400 or extension 9400
Financial Counseling	(660) 827-9335 or extension 9335
Gift Shop	(660) 826-9548 or extension 9548

ANSWER TO FREQUENTLY ASKED QUESTIONS

- Visiting hours are 8 a.m. to 8 p.m.
- Cell phones may not be used in some designated areas of the hospital. Please ask a staff member if you have questions about using your cell phone.
- Telephones are provided in each hospital room. Your family and friends can call your room by dialing the switchboard at (660) 826-8833 and asking for you by name or directly calling your room's individual phone number, which is (660) 827-9XXX. The Xs are your three-digit room number.
- Bothwell provides wireless access throughout the hospital so that you and your visitors can access the internet.
- The Gift Shop is located on the first floor. Hours are 9 a.m. to 5 p.m. Monday through Saturday and 1 to 5 p.m. Sunday.
- A chapel is located near the main elevators on the first floor, and people of all faiths are welcome to visit it for prayer and quiet reflection.

SMOKE AND TOBACCO FREE

Bothwell Regional Health Center and its clinic locations are smoke-free campuses. Patients and visitors are asked to refrain from tobacco use and the use of imitation smoking devices on Bothwell properties.