



Northwestern Memorial Hospital

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nm.org

24-Hour Account Access

mybill.nm.org

Billing Representatives

8 am to 5 pm, Monday through Friday
844.6.MYBILL (844.669.2455)

Financial Counselors

8 am to 5 pm, Monday through Friday
312.926.6906 or 800.423.0523

The entities that come together as Northwestern Medicine are committed to representing the communities we serve, fostering a culture of inclusion, delivering culturally competent care, providing access to treatment and programs in a nondiscriminatory manner and eliminating healthcare disparities. For questions, please call the Northwestern Memorial Hospital and Northwestern Medical Group Patient Relations Department at 312.926.3112, TTY for the hearing impaired 312.926.6363.



Patient Orientation Checklist

At Northwestern Memorial Hospital, physicians and nurses work in partnership with you so that you receive the right care at the right time. Everyone has an important role in your safe and effective care, including you and the loved ones you involve in your decisions.

Welcome to Northwestern Memorial Hospital.

This checklist will help you become more involved in your hospital care. Your nurse will review this information with you. If you have any questions, please ask your nurse.

Your room number _____

Your phone number _____

☐ **Bed/call button**

We will show you how these controls work.

☐ **Your room**

The white board in your room will be updated with important information from your healthcare providers. Your room provides storage for your belongings, a cork board for displaying materials and an area for your visitors. Each day, your room and bathroom will be cleaned between 7 am and 3:30 pm, and your waste can will be emptied each morning.

We strive to help the environment by conserving energy and water. Please know that we will assess your bed linens daily, but if you would like to have them changed at any time, please contact your nurse.

☐ **Important numbers you can dial from your room phone**

- Nurse: Push the call button
- Condition HELP for urgent medical needs: 2.1111
- Patient Relations: 6.3112
- Comment Line: 2.CARE (2.2273)
- Mental Health Hotline: 6.8100
- Drug Information Center: 6.7573

☐ **Long-distance calls**

To make a long-distance call from your room phone, dial 9 + 0 + area code + telephone number and enter your credit card or phone calling card number at the tone. You also may call collect by dialing the telephone number and remaining on the line for an operator.

☐ **Visitor information**

Your nurse will review specifics regarding visiting hours, parking and accommodations for children or overnight guests.

☐ **Walking/activity guidelines**

Please follow your physician’s guidelines regarding out-of-bed activity, such as walking. Activity may help speed your recovery, but please remember to always ask your nurse for help before getting in and out of bed, as we do not want you to risk a fall.

For Your Comfort and Safety

- ☐ Patient identification

For your safety, we may ask you to state your name and date of birth before we provide care.

☐ Condition HELP

If you have an urgent medical need or an emergency, use your call button. If there is a delay in the response and you are concerned, call Condition HELP at extension 2.1111 from your room phone. A nurse will respond immediately.

- ☐ Falls prevention

Always use your call button to ask for help before you get out of bed. We want to keep you safe and protect you from falls or injuries.

☐ Your belongings

While we prefer that you leave your valuables at home because we cannot be responsible for them, you may use the safe in your room. If you need help locking an item in your room safe, please ask your nurse.

☐ Meals

Your nurse will explain any special foods ordered for you, how to select your meals and when your meals will arrive.

☐ Phone and internet use

You and your visitors may use cell phones in the hospital. Wireless internet is available free of charge in hospital facilities.

Your Plan of Care

Your nurse, physician and other healthcare providers will review your daily plan of care. They also will work with you to meet your goals.

- Preventing and managing pain

In order to assess your level of pain and make you as comfortable as possible, we will often ask you to describe your pain. If you are taking any medications to control pain, your nurse will discuss these with you. Please let us know if you experience any pain or discomfort and we will do all we can to help.

☐ Medications in the hospital and at home

Your nurse and physician will frequently review with you the medications that you are taking while in the hospital. Please let us know if you have any questions or concerns about any medications. When being discharged, make sure you understand the medications you need to take after you leave the hospital.

- ☐ Patient/family questions

Questions from you and your family are important to us, and we do our best to answer them fully. You may direct questions to your nurse, your physician or other staff. If you are unsure who to ask, start with your nurse or call the Patient Relations department by dialing 6.3112 from your room phone.

☐ Comment line

We want to hear from you. Please share your comments, questions or concerns regarding the service you receive while you are in the hospital by calling 2.CARE (2.2273).

- ☐ Patient/family education

Educational videos that provide information about health care and treatment can be viewed on the television in your room. Your nurse can help you access programs that would be most helpful to you.

Preventing Common Complications

- ☐ Blood clots

To prevent blood clots, your physician may order certain medications for you. You also may wear compression devices that gently squeeze your calves to simulate the muscle movement that occurs when you walk.

- ☐ **Bedsore**

To prevent bedsores for those with limited movement, your nurse will help you to turn and change positions often.

- ☐ Infection prevention

To prevent infection, we clean our hands when we enter your room and when we leave. Your visitors should do the same. You are encouraged to remind everyone who enters your room to clean their hands. If you have an infection, you may need to wear a mask or gown when you go to other care areas in the hospital.

- ☐ Preparing to leave the hospital

Your nurse, physician and other healthcare providers will review your discharge plan with you. You will receive written instructions, including your medication instructions, recommended follow-up care and steps that you need to take for a safe recovery.

☐ Make sure you have the following information when you leave the hospital

- A list of the medications you need with instructions on how to take them
- Information on any limits to your activity
- Guidelines for your diet, including fluid intake
- Instruction on wound, drain and IV line care
- A list of symptoms that should be reported to your physician, such as fever and redness around your incision
- A list of symptoms that should lead you to seek immediate medical treatment, such as chest pain or bleeding
- How to schedule follow-up tests or physician or clinic visits
- Baby-care guidance for Northwestern Medicine Prentice Women's Hospital patients, including breastfeeding and bathing

During Your Hospital Stay

While you are here, you may have questions for your nurse or physician. Make notes here so that you can easily remember them.

Questions:

[illegible]