

Visiting Northwestern Medicine Delnor Hospital



Northwestern Medicine Delnor Hospital

300 Randall Road
Geneva, Illinois 60134
630.208.3000

TTY for the hearing impaired 630.933.4833

cadencehealth.org



Important phone numbers

All in-hospital numbers (e.g. 630.208.xxxx) can be dialed within the hospital from patient room phones and courtesy phones using only the last five digits of the number (e.g. 8xxxx) indicated in bold.

Advance Directives.....	630.938. 8755
Financial Counseling.....	630.933. 5574
Hospital (Main Number).....	630.208. 3000
Lost and Found.....	630.397. 7700
Medical Ethics Consultation.....	630.208. 4515
Patient Meals (Room Service).....	630.938. 6325
Patient Relations.....	630.208. 4303
Safety and Security.....	630.397. 7700
Spiritual Care Services (Chaplain).....	630.938. 8755
TTY for the Hearing Impaired.....	630.933. 4833
Volunteer Services.....	630.208. 4264

Mail and flower delivery

Please provide the patient’s full name, room number and a return address. Deliveries can be sent to:

Northwestern Medicine Delnor Hospital
300 Randall Road
Geneva, IL 60134

No-smoking policy

Delnor Hospital is a smoke-free environment. Smoking is not permitted anywhere on the hospital campus.

Important information for visitors

Support from loved ones plays a large part in a patient’s recovery. This guide details the variety of services offered to make it convenient for family and friends to visit our patients. It also includes important information regarding our patients’ health and safety.

Code HELP

The HELP team provides extra support with the care of a patient. Patients or families can call the HELP team when:

- The patient’s condition has changed
- The patient is confused and he or she was not confused before
- You have a feeling that something “is just not right”

Always talk to a nurse first. If you are still concerned, dial **44444** from any hospital phone and ask for the HELP team.

Visiting guidelines

Research indicates that the presence of loved ones can make a difference in how fast and how well patients heal. There are no designated visiting hours at our facilities. To maintain a healing environment and enable patients to rest, please note the following:

Visiting hours are tailored depending on the situation and needs of the patient

Please limit the number of visitors

Children should always be accompanied and monitored by an adult

Cell phone use should be limited

Please keep voices low out of respect for other patients

Sleep-over space is available for visitors

We do not restrict, limit or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability. If you have questions about visiting guidelines, please ask your loved one's nurse.

Telephone

Courtesy phones are available at all entrances and throughout the hospital for calls within Illinois.

Cell phones may be used throughout the hospital. Please silence your phones to aid our quiet, healing environment.

A TTY device can be accessed by asking a staff member to contact Patient Relations or the hospital operator.

Contacting a patient

Telephones are provided in each room, except in the Intensive Care Unit (ICU). For ICU patients and family members, there is a cordless phone available for your use.

Patients can be reached directly by dialing the number posted on the bedside phone

Calls to a patient's room can also be placed through the hospital operator at 630.208.3000

Patients may receive calls 24 hours a day



Patient safety

Please help us protect our patients by observing the following safety precautions.

Preventing falls

Every patient is at risk for falling. Please help us keep your loved one safe. Do not allow him or her to get up alone unless permission has been granted by a nurse or physician.

We provide additional assistance to patients who are at high risk for falls. Assistance may include the following:

Placing a special band on the patient's wrist and using a sign outside the patient's room to alert staff

Helping the patient get in and out of bed

Staying with the patient during toileting (falls happen most often in the bathroom)

Using special safety equipment

Keeping the patient's room door open

Making regular visits to ensure the patient's safety

Using a bed alarm

Preventing infections

Infections can complicate a hospital stay. That's why we take every precaution to eliminate the spread of germs and emphasize hand washing.

Reducing hospital-acquired infections is the responsibility of everyone who comes into contact with patients, including caregivers and visitors

Alcohol-based hand sanitizers are provided throughout the hospital and in patient rooms

Sanitizers should be used by everyone who enters the patient's room, every time

All staff members will sanitize their hands when entering and leaving your loved one's room

It's always appropriate to ask caregivers to sanitize their hands

Take action to help prevent the spread of germs that cause respiratory illnesses:

Please do not visit your loved one if you are sick

Cover your nose and mouth with a tissue when you cough or sneeze, and throw the tissue in the trash after you use it

Isolation precautions

If your loved one's condition requires isolation precautions, protective wear will be needed in order to enter the patient's room. The patient's nurse will provide you with protective wear as well as instructions for hand hygiene and other precautions.



Tdap vaccine and whooping cough

The Tdap vaccine protects against whooping cough as well as diphtheria and tetanus. It is strongly recommended for everyone over the age of 10 who has regular contact with infants (the childhood immunization you received does not offer lifelong protection).

Whooping cough (or pertussis) is a highly infectious respiratory disease that may cause death in infants

Infants can easily acquire whooping cough from adults and older children who are suffering from cold-like symptoms

You may not realize you are infected because the adult symptoms are typically mild

For more information, please ask your primary care physician.

Emergency drills

To maintain emergency preparedness, we periodically conduct emergency drills. Hospital staff will notify you if you need to do anything.

Visitor services

Visitors are important to our patients, so they are important to us. Please take advantage of these services designed just for you.

Valet parking*

Valet services are complimentary at the entrances listed below.

Main Entrance

Monday-Friday, 7:00 am-6:00 pm

351 Medical Office Building

Monday-Friday, 8:00 am-4:30 pm

After hours, visitors may retrieve keys and request an escort by calling Safety and Security at 630.397.7700.

Safety and security

Officers patrol the internal and external hospital campus. If needed, security escorts are available to escort you from the hospital to your vehicle. Please request escorts at least 20 minutes before you wish to leave. If you have a concern or need an escort, please call the Safety and Security department at 630.397.7700.

Visitor lounges

There are visitor lounges on each unit. Please ask a staff member for the location of the lounge closest to your loved one's room.

Visitor dining*

The cafeteria is located on the first floor and is open daily from 6:30 am–6:30 pm. An expanded menu of warm/prepared items is offered during the following times:

Breakfast	6:30–9:30 am
Lunch	11:00 am–1:30 pm
Dinner	4:30–6:30 pm

Guest trays can be ordered for delivery to a patient's room between 6:30 am and 6:30 pm by dialing 630.938.6325; the cost is \$10, cash only.

For your convenience, vending machines and microwave ovens are available in the cafeteria 24 hours a day.

Language interpreters

Fully understanding your loved one's care plan is important. If you or your loved one prefers to communicate in a language other than English, trained medical interpreters are available. Please notify a staff member if you would like to use this free, confidential service.

Resources for the hearing impaired

If you or your loved one has a hearing impairment, American Sign Language interpreters, TTY devices and a video interpreting system are available. Please notify a staff member if you would like to use this free, confidential service.

Medical ethics consultation

Our Medical Ethics Committee is available if you have difficult decisions to make or are facing a healthcare dilemma or situation where issues of human dignity and respect need to be addressed. To request a consultation, please call 630.208.4515.

Patient Relations

The Patient Relations department ensures that patient and family issues and concerns are heard and addressed in a timely manner. To contact Patient Relations, please call 630.208.4303.

Chapel and spiritual care services (chaplain)

A non-denominational chapel is located on the first floor near Elevator B and is open 24 hours a day, seven days a week. You are welcome to write your prayer requests on the prayer cards located in the chapel.

Working with people of all faith expressions as well as those with no denominational preference, chaplains are available to listen to your concerns and offer spiritual support. For a chaplain visit, please ask the patient's nurse or contact the chaplain directly at 630.938.8755.

Internet access (Wi-Fi)

Free wireless Internet access is provided in patient rooms and throughout the hospital. You can connect to the network PUBLIC without a password.

Gift shop

Located just off the South Entrance lobby, Front Door Gifts offers cards, flowers, clothing, stuffed toys, women's accessories, home décor and seasonal items. A special discount coupon is provided in the back of this guide.

Front Door Gifts is open 7 days a week. Call 630.938.8618 for current hours of operation.

Automatic teller machine (ATM)

An ATM is located just off the South Entrance lobby.

Lost and found

If you lose an item, please call Safety and Security at 630.397.7700.

Community support

Northwestern Memorial Foundation

Northwestern Memorial Foundation is a 501(c)(3) nonprofit organization that supports our programs and services.

Caring and compassionate donors enable us to fulfill our commitment to provide breakthrough medical care to people living and working in our community

Contributions are tax-deductible

Contributions can be made in honor of a special person, even a caregiver who made a difference during your loved one's hospital stay

For more information or to make a donation, please call the Foundation at 630.933.4483.

Volunteers make a difference

Volunteers are a vital part of our hospital family and help make this a warm and friendly facility. There are opportunities for everyone to help.

Many former patients and family members come back to volunteer

Volunteer opportunities are available any day of the week

Daytime and evening options are offered

To volunteer, call 630.208.4264.



We welcome your feedback

If you've had a great experience with a member of our staff, please let us know so that we can recognize the person for a job well done.

If we have not met your expectations, please let us know so that we can improve. Comments can be directed to your loved one's nurse, team leader or nursing supervisor. You can also contact Patient Relations by phone, email or mail:

630.208.4303

Email patientrelationsdelnor@cadencehealth.org

Patient Relations
25 North Winfield Road
Winfield, IL 60190

Please specify that care was received at
Delnor Hospital.

Please present this coupon to receive a
20% discount at the Delnor Gift Shop
Front Door Gifts

Limit one use. Must present coupon at time of discount. Coupon not valid in the cafeteria.

EXCLUSIONS: Firefly jewelry; Trollbeads; Willow Tree® by Demdaco; candy/food, fresh floral, drug/sundry items, periodicals, books, prior purchases and red-line clearance merchandise. Discount is not valid in combination with any other offer. Auxiliary punch cards cannot be used on sale merchandise purchases.