Visiting Northwestern Medicine Delnor Hospital
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.

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
- Class Registration: 630.933.4234
- Financial Counseling: 630.933.5574
- Gift Shop: 630.938.8618
- Hospital (Main Number): 630.208.3000
- Lost and Found: 630.397.7700
- Medical Ethics Consultation: 630.208.4515
- Northwestern Memorial Foundation: 630.933.4483
- Patient Meals (Room Service): 630.938.6325
- Patient Relations: 630.208.4303
- Security: 630.397.7700
- Spiritual Care (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.

Code HELP

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

- You or your loved one have sought help from the healthcare team and need assistance beyond what the team is providing.
- You or your loved one have the feeling that something is just not right.
- You remain worried about your loved one’s condition.

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 improve how fast and how well patients heal. In general, we tailor visiting hours depending on your loved one’s situation and needs. Each unit may have specific visitor guidelines; please check with your loved one’s caregiver.

To maintain a healing environment and enable patients to rest:

- Do not visit your loved one if you are ill.
- Limit the number of visitors at one time.
- Be sure children are always accompanied and monitored by an adult.
- Place cell phones on vibrate and limit their use.
- Keep voices low.
- Sleep-over space is available for visitors.

We do not restrict, limit or otherwise deny visitors 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 phone to aid our quiet, healing environment.

Ask a staff member to contact Patient Relations or the hospital operator if you need a TTY device.

Contacting a patient

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

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

- Making regular visits to ensure the patient’s safety
- 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
- Using a bed/chair alarm
- Keeping the patient’s room door open
- Using a sign outside the patient’s room to alert caregivers

**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 rub is provided throughout the hospital and in patient rooms.

Alcohol-based hand rub should be used by everyone who enters the patient’s room, every time.

All staff members should clean their hands with either soap and water or an alcohol-based hand rub 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:
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.
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, 7:30 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 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 Security 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.

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**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 be prepared in case of an emergency, we conduct emergency drills from time to time. Staff will notify you if you need to do anything.

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*Hours are subject to change*
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:

<table>
<thead>
<tr>
<th>Time</th>
<th>Menu Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breakfast</td>
<td>6:30 – 9:30 am</td>
</tr>
<tr>
<td>Lunch</td>
<td>11:00 am – 1:30 pm</td>
</tr>
<tr>
<td>Dinner</td>
<td>4:30 – 6:30 pm</td>
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</tbody>
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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
It is important to fully understand your loved one’s care plan. 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 complimentary, 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 complimentary, confidential service.

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

Patient Relations
If you or your loved one have an issue or concern, please tell a nurse or nursing supervisor. If you feel that your issue has not been heard or addressed, contact Patient Relations at 630.208.4303. Patient Relations ensures that patient and family issues are heard and addressed in a timely manner.

Chapel and spiritual care services (chaplain)
Chaplains are available day and night to listen to your concerns and offer spiritual support to you and your family. The chaplains work with people of all faiths as well as those who consider themselves spiritual but not religious. They are trained to draw upon spiritual resources for healing and wholeness. For a chaplain visit, please ask the patient’s nurse or contact the chaplain directly at 630.938.8755.

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.
Community support

Community classes and support groups
We are committed to helping you improve your health and pursue a healthier lifestyle. We offer a variety of education programs, screenings and support groups to help you do so. For more information, please call 630.933.4234 or visit nm.org/classes.

Northwestern Memorial Foundation
Northwestern Memorial Foundation is a 501(c)(3) nonprofit organization that raises funds to support the mission and strategic goals of Northwestern Medicine. Through fundraising, grant making and stewardship, the foundation supports our dedication to clinical innovation, scientific discovery and improving the health of the communities we serve. Caring and compassionate donors enable us to fulfill this commitment. Contributions can be made in honor of a special person or caregiver who made a difference during your hospital stay. For more information or to make a donation, please call 630.933.4483 or visit nm.org.

Volunteers make a difference
Volunteers are a vital part of our hospital family and help make this a warm and friendly facility. A variety of roles are available.

Many former patients and family members come back to volunteer.

Volunteer opportunities are available any day of the week, with day and evening options.

For more information, call 630.208.4264.

Internet access (Wi-Fi)
Free wireless Internet access is provided 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 seven 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 Security at 630.397.7700.
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 or any member of the care team. You can also contact Patient Relations by phone or mail:

630.208.4303/TTY for the hearing impaired
630.933.4833

Patient Relations
25 North Winfield Road
Winfield, IL 60190

Please specify that care was received at Delnor Hospital.

Please present this coupon at the Delnor Gift Shop Front Door Gifts to receive a 20% discount. Limit one use. Must present coupon at time of discount. Coupon not valid in the cafeteria.

Exclusions: fresh floral, candy/food, periodicals, books, special orders, prior purchases and red-lined clearance merchandise.

Discount is not valid in combination with any other offer.