



QUICK GUIDE TO ST. MARY'S GUEST SERVICES

For Our Patients, Their Families and Visitors



ST. MARY'S

everyday
victoriesSM

For your assistance, below is information about St. Mary's which may be of benefit to you during your stay. For more detailed information on St. Mary's Guest Services, simply follow the prompts under Hospital Services located on your television's menu page.

Identification of Staff

Members of St. Mary's staff will introduce themselves to you as they provide your care. Every St. Mary's Associate wears an assigned name badge at all times. Job classifications are distinguished by uniform colors.

Registered Nurse

Royal blue and white

Licensed Practical Nurse

Ceil (light) blue

Student Nurse

School uniform or burgundy

Laboratory Staff

Red and khaki with white lab coats

Imaging Services

Navy with white or navy lab coats

Central Transport

Black

Respiratory Therapy

Dark green

Patient Care Techs, Unit Assistants and Clerks

Wine/burgundy and khaki

Physical Medicine

Khaki and black

Cardiology

Navy

Wound Care Clinic

Olive and pink

Food Services

Royal blue with black trousers

Environmental Services

Raspberry/khaki

Social Workers

Blue mist/brown or street clothes

Frequently Called Phone Numbers

Callers may contact you directly by dialing the number posted in your room or by contacting the operator.

- **Hospital Operator** - Dial 0 or 485.4000.
(If you need assistance, call the hospital switchboard operator.)
- **Local Calls** - Dial 9 + number.
- **Long Distance Calls** - Dial 9 + 00+ area code+ phone number.
(Collect and reverse charge calls)
- **Toll Free Numbers** - Dial 9, then 1-800 and the number.

Smoking

St. Mary's is a smoke-free, tobacco-free campus. E-Cigarettes are prohibited as well. As a healthcare facility, we adhere to this policy for the benefit of all that are hospitalized, visit or work here. As part of our no-tolerance policy and in accordance with Indiana State Law, use of tobacco or e-cigarettes on campus grounds or in any building owned/leased by St. Mary's is **strictly prohibited by law and policy.**



Free Wireless Internet Access

St. Mary's provides free, wireless high-speed internet throughout the first six floors of the hospital.

Dining On Call – Room Service Dining

You may order any meal between 6:30 a.m. and 6:30 p.m. The cafeteria is closed from 10:00 a.m. – 11:00 a.m.

Please have the following information available before calling in your order:

- Your room number
- Your prescribed diet order
- The menu

To order, dial 485.6368 on your phone. After it is verified for diet compliance, the meal will be prepared according to your specifications and delivered to your room in approximately 45 minutes by a meal service attendant. Between-meal snacks prescribed by your physician or dietician will be automatically delivered to your room at the appropriate time. If you need assistance setting up your bed table or opening containers, please ask staff to help you.



Prescriptions

Prescriptions for you and/or your visitors can be filled at St. Mary's Apothecary, a retail pharmacy, which is located on St. Mary's campus on the first floor of Medical Office Building East.

Counseling services regarding any new medications are available over the telephone.

The Apothecary accepts most major prescription benefit plans and can fill your prescriptions for the same co-pay or deductible amount that you regularly pay. The Apothecary also has a \$5.00 generic drug list that allows you to fill a 30-day supply of over 200 medications at commonly prescribed doses for only \$5.00.

Please check with your insurance company before having your prescription filled to confirm participation.

To call in a prescription or refill, please call 485.4365. If you would prefer to pick-up your prescription, parking is located on the north side of the Medical Office Building complex.

Apothecary hours are:

9:00 a.m. - 6:00 p.m.
Monday, Wednesday and Thursday

7:00 a.m. - 6:00 p.m.
Tuesday and Friday

9:00 a.m.-1:00 p.m.
Saturdays

Closed Sundays and Holidays

Guest Meal Trays

Visitors may order a guest meal tray so they can dine in the patient's room. To purchase a guest meal tray, visitors should go to the cafeteria where they will pay for their meal (\$6.00) and receive a numbered meal ticket. On returning to the patient's room, they may dial 485.6368 to place an order. Visitors may arrange for their guest meal tray to be delivered at the same time as Dining On Call trays are delivered to the patients.

Visitors

We consider visitors honored guests, second only to you, the patient. We have a very liberal patient-centered visiting policy. However, please balance your need for rest with your desire to visit with your guests. We request that all visitors speak quietly and avoid unnecessary noise. Patients who wish to have visitors under the age of 12 are asked to please check with their nurse. Persons with a cold, sore throat or any other communicable illness should not visit.

Newspapers

Newspaper vending machines are located in the Gift Shoppe, Café, outside of the main entrance, at the entrance of the Hospital for Women and Children and the entrance of the Rehabilitation Institute.

Automatic Teller Machines (ATM)

ATMs are located on the second floor, just outside the Garden Café and in the lobby of Medical Office Building West.

St. Mary's Auxiliary Gift Shoppe

The St. Mary's Auxiliary Gift Shoppe is just inside the main lobby. It offers a wide assortment of items including cards, personal hygiene products, magazines, candy, flowers and balloons. Gift wrapping is available. (Gift Shoppe hours are Monday - Friday, 8:00 a.m. - 6:00 p.m., Saturday, 9 a.m. - 3 p.m. and Sunday, 10 a.m. - 2 p.m.)

St. Mary's Medical Equipment

Located in the lobby of the main hospital, St. Mary's Medical Equipment offers the medical equipment patients need to return home safely after discharge. In addition, St. Mary's Medical Equipment has three additional locations, 6840 Logan Drive, located near Lowes and next to White Castle, 2345 W. Franklin Street, located on the corner of St. Joe and W. Franklin and 100 St. Mary's Epworth Crossing, located at St. Mary's Epworth Crossing facility in Newburgh. Store hours vary by location and can be reached by calling 485.4600.





Family Members Who Need a Place to Stay

For the convenience and comfort of the patient's family members while the patient is being hospitalized, St. Mary's offers affordable accommodations at several locations.

Visit stmarys.org/hotel for a detailed listing of discounted accommodations.

Patient Relations

The staff at St. Mary's is committed to providing you with the best possible care during your stay. Your nurse is always available to discuss any special needs or concerns you have. If during your hospitalization or after your discharge you have comments or suggestions about how St. Mary's can improve patient care, you may speak with a patient relations representative by calling 812.485.4860.

A copy of the St. Mary's Patients' Rights and Responsibilities is available to anyone who requests one. Just ask a member of your nursing staff, and they will call our Patient Services department with your request.

Reporting to the Indiana State Department of Health

St. Mary's is licensed by the Indiana State Department of Health. A patient or family member may contact the ISDH to report any concerns by calling 317.233.1325 or sending an e-mail to comments@isdh.state.in.us.

The address of the Indiana State Department of Health is:
2 North Meridian Street
Indianapolis, IN 46204

The Joint Commission – Registering a Complaint

St. Mary's is fully accredited by the Joint Commission. Complaints concerning any healthcare organization accredited by the Joint Commission may be reported by calling 1.800.994.6610 or sending an e-mail to complaint@jointcommission.org.

The address for the Joint Commission is:
Office of Quality Monitoring
1 Renaissance Boulevard
Oakbrook Terrace, IL 60181

To print a copy of the Quality Incident Report Form, go to www.jointcommission.org/GeneralPublic/Complaint.

Your Bill

For questions regarding your bill or for information on payment assistance options, please contact St. Mary's Business Office by calling 485.4393.

Pastoral Care

- St. Mary's Pastoral Care addresses the spiritual aspects of healing the body, mind and spirit.
- Chaplains are available 24/7. Ask your nurse to contact a chaplain for you if you need one.

Chapel

- All are welcome to St. Mary Queen Chapel for prayer and reflection. Always check with a nurse before leaving your unit.
- Masses are televised from our Chapel on Channel 80.
- Mass Schedule: Sunday, 9:30 a.m.; Weekdays, 11:30 a.m.; Saturday, No Mass

Holy Communion

- Holy Communion is offered daily to Catholic patients.
- Non-Catholic patients may request communion by dialing 485.4150 on your room phone.
- Other sacraments are available, such as Reconciliation or Anointing. Ask your nurse to contact a chaplain.

Advanced Directives

- Advance Directives (AD), such as a Living Will or Appointment of Health Care Representative, are legal documents that state your desires should you lose the ability to make your own healthcare decisions.
- For more information or assistance in preparing an Advance Directive, ask your nurse to contact a chaplain or dial 485.4150 on your room phone.

