

Mille Lacs Patient Handbook/Information

Welcome.....

to Mille Lacs Hospital, which is a part of the Mille Lacs Health System. It is our privilege to provide medical care to you during your hospital stay. We pledge to do our best to merit the confidence you have placed in us. We understand that being a hospital patient can be a stressful time for patients and their families. Our goal is to provide you with the highest quality medical care and to make your stay as comfortable as possible. This brochure will give you general information about being a patient here. If you have questions about the hospital, our services, or your care, feel free to ask any Mille Lacs Health System employee to help you get the information you need.

The Staff of
Mille Lacs Health System

Our Mission

To assist those residing in and visiting the Mille Lacs area in achieving and maintaining optimal health.

About Our Hospital

Mille Lacs Hospital is an acute care facility serving local residents as well as visitors to the Mille Lacs Lake area. Established in 1956, it is a non-profit, community owned corporation. Mille Lacs Hospital offers a broad range of services including obstetrics, ambulance and emergency care, radiology, urgent care, laboratory, physical and occupational therapy, surgery and outpatient services. In addition, a network of medical specialists provide regularly scheduled days of outpatient visits.

The hospital is a component of Mille Lacs Health System, which also includes Mille Lacs Long Term Care Center; Mille Lacs Family Clinics in Isle, Onamia, Garrison, Milaca Chiropractic and Richardson Corner; Home Care/Hospice; Ambulance Services and the Lions Rehabilitation Center. Mille Lacs Hospital is a member of the American Hospital Association and the Minnesota Hospital Association.

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www.millelacshealth.com

Admission & Registration

When you arrive at the Mille Lacs Hospital you will enter through the main lobby which is also the entrance for the Mille Lacs Family Clinic in Onamia. You should go to the registration desk where you will be asked to provide information which is needed for your medical records and for insurance and billing purposes. There are several forms you will be asked to sign during this admission process. Please bring your insurance information or medical membership cards with you to help ensure proper billing.

When you reach your room, a nurse will complete your admission process. You will be given an identification band to wear. It's important that you wear this band at all times until you are discharged from the hospital. You'll be shown where to put your belongings, how to operate your bed, how to call for a nurse and how to use the television. A hospital gown, robe, and slippers will be provided for you if you do not bring your own. You may wear clothes of your own choice while you are a patient here, unless you are restricted by your health condition. Your nurse will also explain what types of treatment, procedures and medication your physician has ordered for you.

If you are admitted following a visit to the emergency room, we will obtain admission information as soon as your condition permits.

Advance Directives

An advanced directive is a written direction given in advance by competent persons who are 18 years of age or older about the kinds of health care they do or do not want. It also appoints a health care decision maker to make decisions for a person if they are unable to make decisions for themselves. Your nurse will discuss Advance Directives with you. Forms may be obtained at the front desk and our social worker is available to answer questions. We encourage patients to

discuss their wishes with their family as they are completing their Advance Directives.

At Mille Lacs Hospital our staff members are trained to provide information about any medical or surgical treatment before you receive it. It's your right to decide to accept or refuse treatment. If you can't decide about your health care because you are ill or hurt, loved ones may be asked to choose for you. In an emergency, your consent may be assumed.

While You're in the Hospital

Bedside Communication

If you need help from a nurse or hospital staff member, press your bedside call button. A staff member will come to your room or speak with you on the bedside intercom.

Television

A color television in your room is provided at no additional charge.

Telephones

To make a local call from your bedside, dial "9," listen for a dial tone and proceed to dial the number. For long distance calls, please dial "9" and use your calling card.

To make a call to a location within the hospital, simply dial the three digit extension, or "0" for help from the hospital operator.

Cellular phones are not allowed within the hospital.

Mail & Flowers

All mail and flowers addressed to you will be delivered to your room. Any items received after you leave the hospital will be forwarded to your home.

You may also mail letters, etc. at the hospital. Mail must have correct postage.

Parking

Ample parking is provided adjacent to the main entrance of the hospital and clinic.

Smoking

By state law, Mille Lacs Health System is a smoke-free facility.

Meeting Your Needs

We have many professionals to assist you in forming a plan of care to meet your personal health care goals. Some of those staff include: physical therapists, occupational therapists, respiratory therapist, social worker, physicians, nurses, and pharmacists. They are available to provide information so you can decide the best option for your care.

To reach the.....

- Social Worker – dial ext. 107
- Nurse Care Coordinator – dial ext. 420

The area has many spiritual leaders and clergy who are available to provide support for you.

Let us know if you would like our assistance in contacting someone.

Patients Are Our First Priority

At Mille Lacs Hospital our patients are our first priority. Each of our employees continually strives to make you and your family feel welcome and comfortable while you are visiting our facility. We try to reduce the number of times you're required to give basic information. We work hard to make sure we communicate clearly, especially about medical procedures or treatments you're about to undergo. We also want to solve any health-related problems you may experience as quickly as possible.

Once you return home you may receive a patient survey in the mail. By filling out the survey and returning it, you help us determine how well we did in providing your medical care.

If You Have a Concern or Problem

We encourage you to talk directly with your physician, nurse, or social worker. If you are uncomfortable discussing your concern with your caregiver, you may call the administrative office at ext. 151.

Visiting Hours

We welcome any friends or family members who may visit you; however, visiting hours are established so that you receive sufficient rest.

Suggested Visiting Hours

11 AM – 8:30 PM

Children may visit if they are accompanied by an adult, have no infectious diseases and remain in the patient's room. You and your physician may limit visitors at any time.

Maternity Visiting Hours

Fathers are welcome anytime. Children and others should visit during regular visiting hours. All visitors to a new mom and baby are asked to wash their hands before holding a newborn and not to visit if they have flu or cold symptoms.

Cafeteria Schedule

The cafeteria is open to visitors. Coffee is available beginning at 5:30 AM each day.

Cafeteria service hours are:

Breakfast: 7:30 AM – 10:30 AM

Lunch: 11:15 AM – 1:30 PM (Mon-Fri)

11:00 AM – 1:00 PM (Sat-Sun)

Dinner: 4:15 PM – 6:00 PM

Limited snack vending services are available 24 hours a day inside the cafeteria. Guest tray service is available at a nominal fee that can be added to your hospital account. Ask your nurse for information.

Billing & Insurance Questions

We realize that hospital bills can be complex and somewhat confusing. If you have questions or concerns about your hospital bill or insurance coverage, patient account representatives are available to help. Our goal is to help you receive the maximum benefits allowed under your insurance policy. Our billing office can be contacted by calling: 320-532-7957.

Although each patient is responsible for the bill until it is paid, your patient account representative will work with you and your insurance provider to process your bill and arrange payment options for that portion not covered by your insurance plan.

If you do not have insurance coverage, you can discuss payment options and arrange a convenient payment schedule with a patient accounts representative from our billing office.

For your convenience, we accept **cash, personal checks, debit card, money orders, Visa, MasterCard, Discover & American Express.**

After Your Hospital Stay

During your hospital stay, your health care team has worked with you on a plan for continuing your care once you leave the hospital. This plan will be in writing so you can follow the plan. The plan will be reviewed with you to be sure you understand and agree with the plan. We encourage you to make changes and ask questions if there is something you do not understand. This process takes time so don't rush yourself.

Remember to check for any personal belongings before you leave your room.

If you have questions about your health care after leaving the hospital, you may call your physician or a nurse at the hospital any time, day or night. Phone numbers are provided for you. It is important for your health to continue caring for yourself.

Expressing our Thanks

Thank you for placing your confidence in the staff of the Mille Lacs Health System. The residents of our community and the people who visit the Mille Lacs area are very important to us.

We're here for you.....

The Skill to Heal –The Spirit to Care !



**200 North Elm Street
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Onamia, Minnesota
320-532-3154**