

purpose . worthwhile work . *making a difference.*

& Patient
Family

Information Guide



MGH
MARION GENERAL HOSPITAL



QUALITYCARE
FOR OVER 20 YEARS!



765.664.0706

911 South Adams St. | Marion, IN 46953

WWW.QCAMBULANCE.COM

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A Message from Our President and CEO

Dear Patient:

Thank you for choosing Marion General Hospital for your healthcare needs. The goal of our Hospital is to provide you with the finest care possible in a compassionate and caring environment. Modern facilities and equipment are combined with excellent nursing services and support staff to serve your needs under the direction of your doctor.

Our staff is committed to making your stay with us as pleasant as possible to ensure a successful recovery and an early return to your home. Remember, we are here to serve you. Please contact us if there are ways in which we can make your stay with us better.

Sincerely,

A handwritten signature in black ink that reads "Stephanie Hilton-Siebert".

Stephanie Hilton-Siebert, MSN
President and CEO

Our Mission

“Marion General Hospital exists to transform the health of our community through patient-centered, high quality, affordable care.”

Our Vision

“To be the trusted healthcare partner of our community.”

Our Values

Integrity • Quality • Compassion • Patient-Centered Experience • Respect



A Brief History

Originally organized in 1902, Marion General Hospital was privately owned and operated by Dr. G.D. Kimball. At that time, MGH was located in a remodeled frame house at 20th and Washington streets.

In 1910, citizens formed the Grant County Hospital Association and leased the 20-bed hospital building. Land at Wabash and Euclid avenues was donated by Robert J. Spencer, Sr., for a new 40-bed hospital finished in 1917.

In 1935, the name changed from Grant County Hospital to Marion General Hospital. The hospital was organized as a not-for-profit corporation under the State of Indiana, and in May of 1945, the Articles of Incorporation were signed.

From 1955 to 1965, a two-part expansion program began a series of continuous expansion programs. A new Outpatient Diagnostic & Treatment building was built in 1983 to improve the flow of services. In 1992, a retail pharmacy opened to the public. In 1996, the Medical Office Building (330 Building) opened.

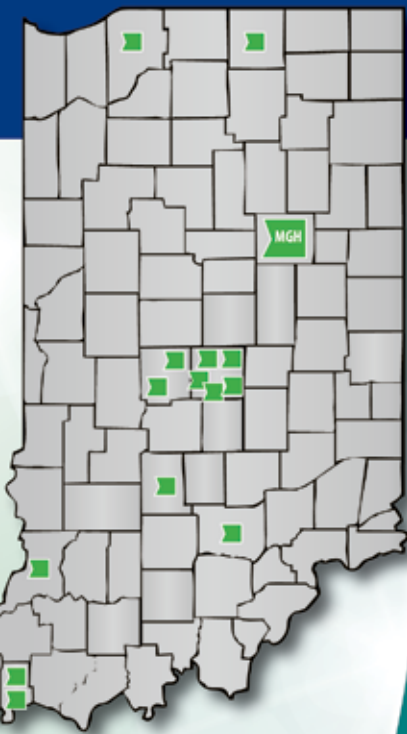
In 2001, the cardiac catheterization lab was upgraded to house new digital technology. In 2002, we celebrated our 100th anniversary. In 2003 we opened a state-of-the-art critical care department. The medical oncology department relocated to the new Progressive Cancer Care Center in 2005. MGH Rehabilitation Hospital opened in 2005. The helistop opened in 2006.

South Marion Medical Park opened in June 2013, conveniently located South on the Bypass in Marion. It is the first time in MGH's more than 100 year history that a new hospital facility has been built off campus. Services offered include radiology, breast imaging, and laboratory and EKG outpatient services. The building also houses seven offices for family practice practitioners.

MGH is currently under the guidance of a 15-member Board of Directors representing all community interests. More than 90 medical staff members are supported by more than 1,100 employees and 250 volunteers. Today, MGH continues to expand its services to the community in accordance with its mission and values.

Only

11% of
Hospitals
in Indiana
have
achieved
Magnet
status



Only **7%**
of hospitals
in the U.S. receive this recognition

FOR **NURSING
EXCELLENCE**



MGH
MARION GENERAL HOSPITAL

"Being a Magnet Hospital shows that MGH has taken the necessary steps to provide the best in nursing care. MGH has a nursing staff that puts our patients first, and provides care to the patient that is evidence-based best practice.

By participating in the Magnet journey, I feel we provide the means for our nurses to increase their knowledge in both education and leadership, help nurses make better decisions at the bedside, and provide best patient care."



-Martha Turner, RN

About Marion General



Marion General Hospital is a tax-exempt hospital that operates under the auspices of an 15-member Board of Directors. With a qualified and professional hospital and auxiliary staff of more than 1,100, MGH is teamed with more than 90 physicians from multiple specialties to meet the needs of our Healthcare Community.

With a focus on 100-percent customer satisfaction, MGH works to fulfill its mission to be the first choice for healthcare services and to promote wellness in our Healthcare Community.

MGH was awarded Magnet designation for excellence in nursing services by the American Nurses Credential Center's (ANCC) Magnet Recognition Program. It is one of the highest levels of recognition a hospital can achieve. Designation as a Magnet Hospital places MGH in a very select group of healthcare organizations, both in Indiana and nationwide.

In past years, the Hospital has also been named one of the nation's 100 Top Hospitals by Thomson Reuters Healthcare, a leading provider of information and solutions to improve the cost and quality of healthcare. The award recognizes hospitals which have achieved excellence in clinical outcomes, patient safety, financial performance and efficiency.



VISIT: www.mgh.net

ON OUR WEBSITE YOU CAN...

- Find a **Physician Directory** for MGH
- Discover **What's New** at MGH
- Investigate **Employment** at MGH
- Check out the **Event Calendar** for upcoming hospital activities
- Learn about **Outreach Programs** in your community

Questions or Concerns

Should you have questions or concerns at any time during your stay or after your discharge from MGH, please contact the manager of the department where your care was provided. If you are still in the hospital, you may ask any staff member to have the manager come speak with you. If you still have concerns after speaking with the manager, please call the hospital operator at 765-660-6000 and ask to speak with someone in the Administration Department. If you need help or have questions after hours, you may call the hospital operator at 765-600-6000 and ask for the house supervisor to be paged.

Customer Satisfaction Survey

Our customer satisfaction program begins with you, the customer. You can help us in our attempts to improve our services by completing one of our customer satisfaction surveys. Your feedback is important and it allows us to make our services better for everyone by measuring the results that you submit. After you return home, please complete your survey and return it to MGH. Your participation allows us to evaluate comments from the most important part of our customer satisfaction program . . . you, the customer.

PATIENT RIGHTS

Marion General Hospital recognizes that patients have a right to their independence of expression, decision, action, concern for personal dignity and human relationships during their hospitalization. It will be the prime responsibility of all employees to assure that these rights are preserved for their patients.

THE PATIENT OR, WHEN APPROPRIATE, THE PATIENT'S REPRESENTATIVE HAS THE FOLLOWING RIGHTS:

Access to Care

- Individuals shall be accorded impartial access to treatment, regardless of race, religion, sex, sexual orientation, ethnicity, age or handicap, or sources of payment for care.

Plan of Care

- To actively participate in the development, implementation, and revision of his/her inpatient, outpatient, discharge, and pain management plan of care and treatment; make informed decisions regarding his/her care; and be informed of his/her health status.

Respect and Dignity

- To considerate, respectful care at all times and under all circumstances, with recognition of his/her personal dignity.
- To be free from all forms of abuse or harassment.

Privacy and Confidentiality

- To personal privacy and to refuse to talk with or see anyone not officially connected with the hospital or his/her care or persons officially connected with the hospital but not directly involved in his/her care (including visitors).
- To wear appropriate personal clothing and religious, or other symbolic items, as long as they do not interfere with diagnostic procedures or treatment.
- To be interviewed and examined in a surrounding designed to assure reasonable visual and auditory privacy.
- To have a person of the same sex present during certain parts of a physical examination, treatment, or procedure performed by someone of the opposite sex.
- To not remain disrobed any longer than is required for accomplishing the medical purpose for which the patient was asked to disrobe.
- To expect that any discussion or consultation involving him/her will be conducted discreetly and that individuals not directly involved in his/her care will not be present without his/her permission. *
- To the confidentiality of his/her clinical records and to have his/her clinical records read only by individuals directly involved in his/her treatment or in the monitoring of its quality. Other individuals can read his/her clinical record only after his/her written authorization or that of his/her authorized representative.*
- To expect all communications and other records pertaining to his/her care, including the source of payment for treatment, to be treated as confidential.*
- To request a transfer to another room if another patient or a visitor in the room is unreasonably disturbing him/her by undesirable actions.
- To be placed in protective privacy when considered necessary for personal safety.

* (Except as The Health Insurance Portability and Accountability Act of 1996 (HIPAA) Public Law 104-191, permits or requires.)

Personal Safety and Comfort

- To receive care in a safe setting and expect reasonable safety insofar as the hospital practices and environments are concerned.
- To protective services if requested.
- To be free from physical and mental abuse and corporal punishment.
- To be free from restraints or seclusion, of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff. Restraint or seclusion may only be imposed to ensure the immediate physical safety of the patient, a staff member, or others and must be discontinued at the earliest possible time.
- To have his/her pain treated as effectively as possible which includes appropriate assessment and management of pain and a timely response to reports of pain.

Identity

- To know the identity and professional status of any person providing his/her care/service.
- To know which physician or other practitioner is primarily responsible for his/her care.
- To know the reasons for any proposed change in the Professional Staff responsible for his/her care.
- To know of the relationship(s) of the hospital to other persons or organizations participating in the provision of his/her care.
- To have only voluntary participation in clinical training programs or in the gathering of data for research purposes.
- To know of any business relationships the hospital has that may influence his/her treatment or care.

Information

- To receive information in advance of furnishing or discontinuing patient care whenever possible concerning patient rights and responsibilities.
- To exercise his/her rights while receiving care or treatment in the hospital, or have a designated individual or a legally authorized individual (parent, legal guardian, person with medical power of attorney) exercise their rights when he/she is incapable of doing so without coercion, discrimination or retaliation.
- To obtain from the practitioner responsible for his/her care complete and current information concerning his/her diagnosis (to the degree known), treatment, and any known prognosis. When it is not medically advisable to give such information to the patient, the information should be made available to a legally authorized individual.

- To have information communicated in terms the patient can reasonably be expected to understand.
- To review his/her clinical records and to have the information explained, except when restricted by law.
- To access information contained in his/her clinical records within a reasonable time frame. The hospital must not frustrate the legitimate efforts of individuals to gain access to their medical records and must actively seek to meet these requests as quickly as its record keeping system permits.

Communication

- To access people outside the Hospital by means of visitors and by verbal and written communications.
- To have a family member or representative of his/her choice and his/her physician or designee notified promptly of his/her admission to the hospital.
- To have access to an interpreter when the patient does not speak or understand English.

Consent

- To reasonably, informed participation in decisions involving his/ her health care. To the degree possible, this should be based on a clear, concise explanation of his/her condition and of all proposed technical procedures, including the possibilities of any risk of mortality or serious side effects, problems related to recuperation, and probability of success.
- To not be subjected to any procedures without his/her voluntary, competent, and understanding consent or the consent of his/her legally authorized representative.
- To be informed when medically significant alternatives for care or treatment exist.
- To know who is responsible for authorizing and performing the procedures or treatments.
- To be fully informed of and to consent or refuse to participate in any usual, experimental or research project without compromising his/her access to services. A patient who declines to participate in research or experimentation is entitled to the most effective care that the Hospital can otherwise provide.
- For his/her family to have informed consent or donation of organs and/or tissues.

Consultation

- To consult with a specialist at his/her own request and expense.

Request or Refusal of Treatment

- To request or refuse treatment. This must not be constructed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate. The patient may refuse treatment to the extent permitted by law. If the patient refuses a recommended treatment, he/she will receive other available care. When refusal of treatment by the patient or his/her legally authorized representative prevents the provision of appropriate care in accordance with professional standards, the relationship with the patient may be terminated upon reasonable notice.

Advance Directives

- To formulate advance directives and to have Hospital staff and practitioners, who provide care in the hospital, comply with these directives. These documents express his/her choices about future care, or name someone to decide if he/she cannot speak for themselves.
- To designate a healthcare decision maker.
- To timely information about any policy that may limit the Hospital's ability to implement legally valid advance directives.
- To request assistance, if patient does not have advanced directives, in preparing advance directives and expect that such will be honored.
- Available upon request.



Transfer and Continuity of Care

- To know the reasons for his/her transfer either within or outside the hospital. A patient may not be transferred to another facility or organization unless he/she has received a complete explanation of the need for the transfer and of the alternatives to such a transfer and unless the transfer is acceptable to the other facility or organization.
- To reasonable continuity of care. The patient has the right to be informed by the practitioner responsible for his/her care, or his/her delegate, of any continuing healthcare requirements following discharge from the hospital.

Visitation

- To be informed of his/her visitation rights and any clinical restriction or limitation on his/her rights;
- To be informed of the right to receive, subject to his/her consent, the visitors he/she designates, including, but not limited to, a spouse, domestic partner (including a same-sex domestic partner), another family member, or a friend, and the patient's right to withdraw or deny consent at any time;
- To visitation privileges that are not restricted, limited or otherwise denied on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability; and
- To have his/her visitors enjoy full and equal visitation privileges consistent with patient preferences.

Hospital Charges

- To access the cost, itemized when possible, of services rendered within a reasonable time frame regardless of the source of payment for his/her care.
- To be informed of the source of the Hospital's reimbursement for his/her services and any limitations which may be placed on his/her care.
- To be informed of available payment methods including, but not limited to private insurance carrier, government insurance carrier, cash, check, monthly payments, federal and state funding sources, and the MGH patient assistance program.
- To timely notice prior to termination of his/her eligibility for reimbursement by any third-party payer for the cost of his/her care.

Hospital Rules and Regulations

- To be informed of the Hospital rules and regulations applicable to his/her conduct as a patient. The patient has a right to know about hospital rules and regulations that affect his/her treatment.
- To know about Hospital resources, such as patient representatives or ethics committees that can help him/her resolve any problems or questions.
- To ethical advice.
- To information about the Hospital's mechanism for the initiation, review and resolution of patient complaints through grievance.

Grievance Procedure

- To information about the hospital's mechanism for the initiation, review and resolution of patient complaints and/or grievances.

- To voice complaints about his or her care and to have those complaints reviewed, and when possible, resolved in a timely manner. The manager of the unit where the patient is located is to be contacted. If satisfaction is not obtained by speaking with the manager of the unit, Administration may be contacted for further review of the complaints. Phone contact can be made by calling the Hospital operator at 765-660-6000 and asking for the Unit Manager in the department where services were provided, or Administration.
- To file a complaint directly to the organizations separate from the hospital at any time regardless of whether he/she has first used the hospital's grievance process.

Indiana State Department of Health.

Phone: 800-246-8909 (for both verbal and TTY access)

Mailing address: Indiana State Department of Health
2 North Meridian Street
Indianapolis, IN 46204

American Osteopathic Association Healthcare
Facilities Accreditation Program

Online address: <http://www.hfap.org>

Mailing address:

HFAP c/o Complaint Department
142 E. Ontario Street
Chicago IL 60611

Medicare patients may choose to go directly to the state
Quality Improvement Organization for issues
involving quality of care issues, coverage issues,
and to appeal a premature discharge.

Mailing Address:

KEPRO

5201 West Kennedy Blvd., Suite 900
Tampa, FL 33609

Phone: 855-408-8557 • Fax: 844-834-7130

PATIENT RESPONSIBILITIES

Marion General Hospital also has the right to expect behavior on the part of patients and their relatives, visitors and friends, which, considering the nature of their illness is reasonable and responsible.

THE PATIENT OR, WHEN APPROPRIATE, THE PATIENT'S REPRESENTATIVE HAS THE FOLLOWING RIGHTS:

Provision of Information

- To ensure that the Hospital has a copy of his/her advance directive if he/she has one.
- To provide, to the best of his/her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his/her health.
- To report unexpected changes in his/her condition to the responsible practitioner, including the presence of pain, when changes first occur, and on an ongoing basis.
- To report whether he/she clearly understands and comprehends a contemplated course of action or treatment, and what is expected of him/her.

Compliance with Instructions

- To follow the treatment plan recommended by the practitioner primarily responsible for his/her care. This may include following the instructions of nurses and allied health personnel as they carry out the coordinated plan of care, and abide by all applicable hospital rules and regulations.
- To keep all appointments for continued care, and when he/she is unable to do so for any reason, to notify the responsible practitioner or the hospital.
- To notify the responsible practitioner of any changes in his/her lifestyle on his/her health.

Refusal of Treatment

- For his/her actions if he/she refuses treatment or does not follow the practitioner's instructions.

Hospital Charges

- For assuring that the financial obligations of his/her healthcare are fulfilled as promptly as possible. This responsibility includes providing correct information necessary for insurance processing, making payment arrangements, and asking questions concerning his/her financial obligations.

Hospital Rules and Regulations

- For following all Hospital rules and regulations affecting patient care and conduct.

Respect and Consideration

- To be considerate of the rights of other patients and Hospital personnel and for assisting in the control of noise and the number of his/her visitors.
- To be respectful of other persons' property as well as the Hospital's property.

Patient Valuables and Personal Property

- The hospital will not assume the responsibility for property which may be lost, broken or stolen. If it is impossible for the patient to leave his/her valuables at home or to send them home with members of his/her family, those items may be deposited in the hospital safe. Contact Protective Services at (765) 660-6000 to request this service. Any found items are turned in to Protective Services. If an item is lost, the patient may call (765) 660-6000 to identify his/her property.

Advance Directives

An advance directive is a document which tells others what your choices are about medical treatment or it names someone to make decisions about your medical treatment in case you lose the ability to make decisions yourself.

We are required by law to ask you if an advance directive has been made. If you have a living will or another advance directive, we need to have a copy of the document in our files to be sure that your decisions are known and honored.

If you do not have an advance directive and would like to have more information on preparing a living will, please call Care Continuum Dept. (Social Services) at (765) 660-6830 or the Nursing Office at (765) 660-7010.

Notary Public

Ask at your nurses' station for the nearest available notary. This service is provided free of charge.

About Your Bill

MGH is a tax-exempt community hospital which receives no tax support, so it is important that each patient pay for the services used.

If you have insurance, Blue-Cross, Medicaid, Medicare, or other insurance, you will be asked to present your policy identification card at the time of admission. You are financially responsible to the Hospital for charges not covered by your insurance.

If you do not have insurance, you are responsible for the settlement of the bill at the time of dismissal. If you anticipate difficulty in paying for your hospital services, please contact our patient accounting staff at (765) 660-6100.

Physician Services

You will receive a separate bill for the professional services provided by your doctor. X-rays or anesthesia work is billed separately, as well as any services provided by a pathologist or emergency physician.

Medicare Rights

At the time of admission, information about Medicare will be available to you. Please ask any questions you have about Medicare and your rights as a Medicare patient.

If you have questions about your rights, call our Medicare Specialist at (765) 660-6100, or contact the Peer Review Organization at Healthcare Excel, P.O. Box 3713, Terre Haute, IN 47903, (800) 288-1499.

Care Continuum Department (Social Services)

Social workers and case managers are available to help you deal with the emotional stress of your illness and any adjustments that might be needed after your hospital stay. The Care Continuum Department offers counseling, discharge planning, financial assistance and referrals to community resources with no charge to our patients. If you have questions, ask your nurse or call Continuum Care Department at (765) 660-6830.

Patient Notice of Financial Assistance Policy (FAP)

Policy Statement

As a charitable not-for-profit Hospital and pursuant to its mission, it is the policy of Marion General Hospital (MGH) to provide medically necessary health care services to all patients of MGH and MGH-owned physician practices, without regard to the patient's financial ability to pay.

The purpose of the FAP is to outline the circumstances under which MGH will provide free or discounted care to patients who are unable to pay for services and to address how MGH calculates amounts charged to patients.

Financial Assistance is not considered to be a substitute for personal responsibility. Patients are expected to cooperate with MGH procedures for obtaining assistance or other forms of payment, and to contribute to the cost of their care based on their individual ability to pay.

Eligibility Criteria

MGH will attempt to identify those patients who may qualify for **Financial Assistance** at time of admission or within a reasonable period of time after healthcare services are rendered and before extraordinary collection efforts are initiated.

Limitation on Charges

Following a determination of **Financial Assistance**, an individual eligible for financial assistance will not be charged more for emergency or other medically necessary care than the amounts generally billed (AGB) to individuals who have insurance covering such care.

Financial Inability to Pay

To determine if a patient is “financially unable to pay,” MGH will utilize the current Federal Income Poverty Guidelines (FPL) published by the U.S. Department of Health and Human Services in addition to other requested financial information (i.e. assets) to determine patient eligibility for **Financial Assistance** and their limited ability to pay.

200% of FPL = 100% as financial assistance on self pay balance

201% - 250% of FPL = 80% as financial assistance on self pay balance

251% - 300% of FPL = 60% as financial assistance on self pay balance

Once eligibility for **Financial Assistance** has been established and approved, the patient will remain eligible for a period of one (1) year unless the Hospital has documentation to support a change in his/her financial status. Patient will need to reapply every year to determine eligibility.

Medical Inability to Pay

To determine if a patient is “medically unable to pay,” the Hospital will utilize 50% of the patient’s gross income at the time of the completed application and after payment by any third party payors and subject to evaluation of other financial information regarding the patient’s ability to pay. Eligibility for “medically unable to pay” will be based on each encounter and will be approved for 100% assistance on the balance remaining.

Financial Assistance may also be considered and granted for certain special considerations based on each individual encounter.

Emergency Medical Treatment and Active Labor Act (EMTALA)

In addition to the EMTALA Compliance Policy, MGH will provide, without discrimination, care for Emergency Medical Conditions (within the meaning of section 1867 of the Social Security Act 42 U.S.C 1395dd) to all individuals seeking such care regardless of the eligibility under the FAP.

Application and Determination

The patient's qualification for **Financial Assistance** will be determined through an application process. FAP brochures and applications are available at all registration stations and can be found on the hospital website. The Federal Poverty Income Guidelines in effect at the time of application will be utilized to make a determination regarding qualification based on income. A determination based on assets will be made as deemed appropriate by MGH. Income includes earnings, unemployment compensation, worker's compensation, Social Security, Supplemental Security Income, public assistance, veterans' payments, survivor benefits, pension or retirement income, interest, dividends, rents, royalties, income from estates, trust, education assistance, alimony, child support, assistance from outside the household and other miscellaneous sources.

When the patient is a minor or an unemancipated child, the **Financial Assistance** determination will be based upon the income and assets of the parent(s) or legal guardian. If the Patient has a spouse, the **Financial Assistance** determination will be based upon the combined income and assets of both the patient and his/her spouse.

A **Financial Assistance Application** which includes a comprehensive financial statement must be completed and must be submitted with the following acceptable documentation at a minimum:

- **Prior year's income tax return, or**
- **Prior year's W-2 forms, or**
- **Paycheck stubs or statement from employer.**
- **Wage inquiry may be required if no income or patient is unemployed.**
- **Bank statements may be requested.**

Patients/guarantors will be notified within 30 days of submitting a complete Financial Assistance Application and supporting documentation of MGH's determination. The patient/guarantor will be informed of the eligible **Financial Assistance** discount or if they do not meet the eligibility criteria.

Physician services such as emergency department, anesthesiologists, radiologists, pathologists and other physicians bill separately and may or may not follow the hospital's Patient Assistance Program. For assistance, please contact their offices directly.

Customer Service Contact Information:

Patient Financial Services - Customer Service
513 N River Road, Marion, IN
(765) 660-6100 • 1-800-200-1111

MARION GENERAL HOSPITAL

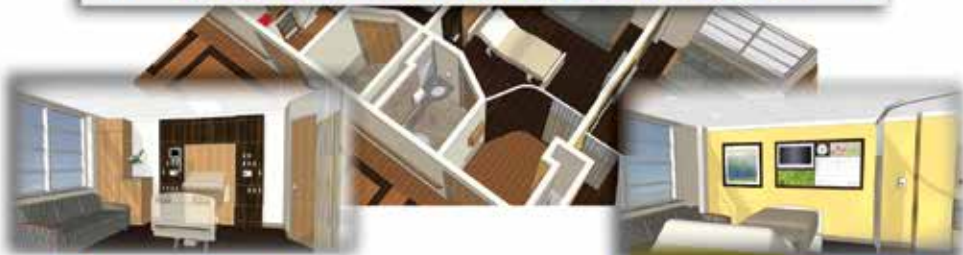
MGH

Patient Room

RENOVATION



↓ YOU ARE #1 & YOU DESERVE THIS ↓



**Please Pardon
Our Progress...**



Exciting new changes are being made to our patient rooms! These renovations are part of our ongoing commitment to continually improve the quality of Marion General Hospital for you, our Healthcare Community.

purpose . worthwhile work . making a difference.

We are here to care for you and improve your health. At this time, we are remodeling our facility for your comfort and convenience in the future. You may find this disruptive during your current stay with us. To improve your comfort, we are offering a gift of items that may help you.

Thank you for allowing us to serve you.

Stephanie Hilton-Siebert

Stephanie Hilton-Siebert, President/CEO



M&H

SOUTH MARION MEDICAL PARK

South on the Bypass on Bella Drive



CAFÉ

- » For patients and public to enjoy

FAMILY MEDICINE CENTER - SOUTH PHYSICIANS

Nabin K. Agrawal, M.D.
Emil A. Balasandiran, M.D.
Adam J. Patrick, M.D.
Martin Pruss, M.D.
Monika Rajmaira, M.D.
Tara Vogel, FNP-C

FAMILY MEDICINE CENTER - SOUTH

BREAST IMAGING

- » All digital, high-resolution images
- » Fully automated to reduce wait times
- » Low-dose mammography reduces radiation from 40-70% (1st in Midwest)
- » First in Indiana to provide low-dose molecular breast imaging (MBI), which increases the ability to identify 2 to 3 times more cancer than mammography alone
- » Same day results for most patients

PET/CT

- » Highest resolution available (improves accuracy for identifying tumors earlier)
- » Four times faster than mobile PET/CT scanner
- » Can accommodate patients of every size

RADIOLOGY & LAB

- » Quick and Easy access

All under
one roof.

M&H
MARION GENERAL HOSPITAL

MRI

- » Best resolution available in Indiana
- » 2-3 times faster than any other MRI in Marion
- » Larger opening for patient comfort

My room number is: _____

To dial my room: Call (765) 660-6440 then enter room number

My patient portal access # : _____

Admission Process

Admission to MGH is made at the request of more than 90 care providers of our medical staff. During admission we gather information regarding your medical and financial needs to complete our paperwork. Permission for treatment or surgery must be signed on each visit or by next of kin. Parents will sign for their children. You may arrive in the emergency room or come directly from the doctor's office and the same information may be asked several times by the medical staff. As this may be an inconvenience to repeat some of the same information, the care providers prefer to hear the history from you or your family and not rely solely on the documentation. You may be taken to the third floor to complete your admission process (Admissions Intake). This is to speed the process of your admission while waiting on your room to become available. There may be times you will go directly to your room (all critical care patients go directly and/or if Admissions Intake is closed).



**You have been enrolled in our Patient Portal.
You can now access your medical records and test results
anytime, anywhere!**

If you completed an enrollment form or provided your email address during registration:

1. You will receive an email within 48 hours; you may need to check your spam or junk folder.
2. The email contains a link to the Patient Portal and your first time username and password. **The password is case sensitive!**
3. Login with your first time username and password then create your personal username and password.
4. Enter your Medical Record Number (MRN); this is located in the upper right hand corner on your discharge instructions or can be found on your arm band. The MRN consists of an 'M' followed by 9 numbers, which includes leading zeros. Example M009999999.
5. When finished, log out then log back in with your newly created personal username and password.

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- Fellow, American Association of Oral and Maxillofacial Surgeons

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(conventional and early recover S-lift)
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- Brow Lift and Forehead Lift
- Cheek and Chin Implants
- Facial Fillers and Lip Enhancement
- Facial Scar Revision
- Botox

Surgery Locations:

- Our Center
- Marion Riverview Surgery Center
- Marion General Hospital



1612 North Baldwin Ave. } Marion, IN 46952
Call 765/662-2068 or 800/447-9877



HEARING HEALTH ASSOCIATES, P.C.

711 B River Drive Marion, IN 46952

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765-660-6360

**441 North Wabash Avenue
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- Life enrichment activities
- Transportation
- Respite care
- Companion living
- Home health and hospice coordination

We proudly serve our Veterans.

If you did not complete an enrollment form or provide your email address during registration, you will receive your first time username and password information in a sealed envelope given either at discharge or via mail.

For assistance, contact our Portal Support Team:

Phone: (765) 660-6060, option 7

Email: myportal@mgh.net

Patient Safety - Wristband Color Standardization

Marion General Hospital has adopted the use of 6 standardized colors on patient wristbands (see right) as recommended by the American Hospital Association and the Indiana Hospital Association.

Band Color		Communication
Red	●	Allergy (<i>Red means stop!</i>)
Yellow	●	Fall Risk (<i>Be careful</i>)
Purple	●	Do Not Resuscitate
Pink	●	Restricted Limbs
Green	●	Latex Allergy
White	○	Identification

The 6 standardized colors quickly communicate important patient information to Hospital staff and help ensure patient safety.

Fall Prevention

The health and safety of our patients is very important to us. We are committed to reducing the risk of falls and fall-related injuries. Upon admission and an ongoing basis, your care team will assess your risk of falling. Things that may qualify a patient as a fall risk include:

- A history of falls
- Use of crutches, cane or walker
- Urgent need to go to the bathroom
- Confusion and/or weakness
- Some medications including anti-epileptics (for seizures), benzodiazepines (for anxiety), and SSRIs (for depression) and others.
- Unfamiliar environment
- Difficulty seeing or hearing
- Recent illness or surgery, IV's, wires, oxygen



Once patients are identified as a fall risk, we provide the proper equipment to help prevent our patients from falling. These may include a yellow wristband, non-skid footwear, a gait belt, sitters, and bed alarms. We ask that our patients help prevent falls by calling for help before getting out of bed, keeping personal items within reach, and notifying us of spills.

Safe Medication Use in the Hospital

- **Carry a list of your medications including those you can buy without a prescription, herbal medications and vitamins. Include drug samples from your physician. Record how much and how often you take them.**
- Tell all practitioners about your allergies. Carry a list of drugs that made you ill including what happened when you took them.
- Ask questions about your medications. Share any concerns you may have. Review all material that is given to you about your medications. Know the name of your medications, why you are taking it and how you will know if it is working.
- Report any side effects that you have from your drugs to your Doctor, Nurse or Pharmacist.
- Before receiving any medication in the hospital, expect the nurse to check your arm band and ask your name.
- The hospital will supply your medications while you are in the hospital. If you are taking a medication that cannot be provided, you may be asked to bring in your medication from home.
- **Ask about our Wellness Program that will fill your prescriptions and deliver them to your bedside prior to discharge.**

Tips for Safe Medication Use at Home

- Keep a complete list of your medications including strength and how often you take them. Include medications you can buy without a prescription, herbal medications, vitamins and drug samples from your doctor. Take it with you to every medical appointment.
- Read your prescription label and the information you receive with your prescription. Check with your pharmacist if the color, shape or strength changes.
- Ask your doctor or pharmacist about the possible side effects, how you will know if your medication is working, and when you should notify the doctor if it is not working or if you have a side effect.
- Be sure to take your medication regularly. Do not stop medications even if you feel better. Stopping your medication early can cause your condition to return. Refill medications on time so you never run out.
- Store your medication in a cool, dry place unless otherwise noted on the prescription bottle. The kitchen and bathroom are usually not the best choices because they are warm and humid. Some people find the bedroom is a suitable place to store your medication.

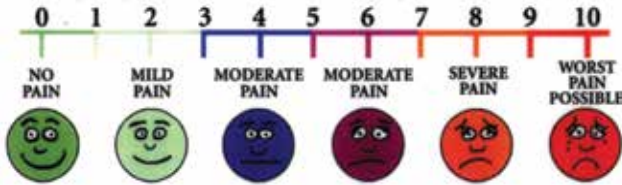
- Keep your medication safe from other people and especially children. Do not share your medications with others. Your medications could interact with the medications of others or possibly make them ill.

Pain Management During Your Hospital Stay

At MGH our goal is that your pain be well controlled. Our staff understands pain relief is very important to you and our priority is providing pain control in a safe and effective manner.

Our Staff's Role in Your Pain Control:

- Ask if you are having pain
- Ask you to describe your pain and the location most affected
- Explain the pain scale and ask you to accurately rate your pain on that scale



- Work with you to develop a pain plan including pain medicine as well as other treatment that may make you more comfortable
- Minimize the side effects of the pain medicine used

We want to **reduce** your pain to an acceptable level. It may not always be possible or safe to make you completely **pain free**. We will work with you to manage your pain in the safest, most effective way we can. We want you to be **SAFE** while controlling your pain here and at home.

Do you know the dangers associated with pain medication?

- Pain medicines have a strong potential for addiction and abuse. Addiction can develop over a short period of time. Almost 2 million people in the U.S. abuse prescription pain medicine.
- Pain medication cannot be shared with others or used in anyway other than as prescribed.
- Over use may produce tolerance to pain medications. Pain relief may be harder to achieve.
- Possible side effects include sedation, respiratory depression, hives, itching, impaired thinking and functioning. Severe side effects may require emergency medical care and may result in coma or death.

- Suddenly stopping high dose pain medicine may result in cramping, anxiety, rapid heart rate, high blood pressure, nausea, etc. It is important to use the medicine as prescribed.

Our mission to provide a safer community is supported by:



Pastoral Care Services

The chaplain/pastoral counselor is an important member of the healthcare team at MGH. The chaplain/pastoral counselor does not represent a particular congregation or faith system, but is here to help you find the strength you need to cope with the issues involved in your hospital visit.

The pastoral counselor is a healthcare specialist whose training and experience enable her/him to minister to and provide support for patients and families.

The chapel is available 24 hours a day, 7 days a week.

You may contact the pastoral care office at (765) 660-6555 or ask your nurse or chaplain assistant if you need assistance with any of the following:

- Meeting with the MGH pastoral counselor/chaplain
- Meeting with an emergency on-call clergy (area ministers who volunteer to take emergency calls in the evening)
- Contacting your personal clergy or family

It is our desire to assist you in any way we can so that your stay is as comfortable as possible. Your needs are important to us; please let us know how we can help you.

Patient Belongings

Please refer to patient valuables and personal property in the front with hospital rules and regulations. If you have money and wish for it to be locked in a safe, please ask your nurse to contact security and this can be done. Many rooms have a closet with a lock if needed, however, the hospital is not responsible for personal belongings.

Visiting Hours

The goal of visitation is to ensure patients are provided quality care, both emotionally and physically, in a safe, non-infectious, healing environment as well as offering patients and care-givers uninterrupted time to consult with nurses/physicians regarding their care. Children 14 years and under are discouraged. Most units allow two (2) visitors at a time at the discretion of the nurse and primary care provider. Due to the nature of certain hospital units, additional visitation restrictions may apply. You may call each unit before arriving. (see telephone numbers listed in the back). General visitation hours are 9 a.m. to 6 p.m. Please refer to each department specific guidelines. Please respect the requests of the patient and medical staff.

Telephone

Most rooms have a telephone located near the bed. Your friends and family may contact you directly at the number listed next to your room number between the hours of 6:00 am to 11:00 pm. For long distance, you must use a phone card or reverse the charges.

Wireless Internet Access

Wireless internet (unsecured network) is available for MGH patients and visitors throughout the Hospital. (Please note our staff does not provide technical support for personal laptop computers.) To access the wireless network, you need a laptop, a Wi-Fi compliant 802.11 -b/g wireless Ethernet card, and a standard web browser.

On your laptop, you should see an icon in the system tray (at the bottom right of the screen) that looks like a computer with waves coming from it.

- Right-click on the icon
- Left-click on “View Available Wireless Networks”
- If guest network does not appear in list of networks, left-click on “refresh network list” or left-click on “guest network” if it appears.
- Left-click on “Connect”
- Open your internet browser
- Begin using internet

Mail

Mail is delivered to you by our volunteers, who will also take your outgoing mail. Mail received after you have been dismissed will be forwarded to your home. Stamps available for sale in our gift shop.

TV Channel Listings

2 C-SPAN	32 Nickelodeon	49 Food Network
4 WTTV CBS	33 Weather Channel	50 MSNBC
5 ION	34 Discovery	51 Fox News
6 WRTV ABC	35 ABC Family	52 CNBC
8 WISH CW	36 ESPN	53 ESPN2
11 WIXN FOX	37 TNT	54 Animal Planet
12 WIPB PBS	38 CNN	55 History
13 WTHR NBC	39 USA	56 TLC
14 QVC	41 A&E	57 Cartoon Network
15 TBS	42 AMC	59 HGTV
16 WGN	43 Lifetime	61 FX
17 HSN	44 Spike	62 NBC Sports Network
19 ShopHQ	45 CMT	66 Disney Channel
20 TBN	46 MTV	67 Nat Geo
23 WIWU	47 BET	68 TV Land
27 Science	48 VH-1	69 Bravo

The complimentary newspaper will have a TV guide as available.

Being Smoke Free

First of all, the physicians and nurses of MGH would like to congratulate you if you have made the life choice to quit smoking. That is a great accomplishment and your rewards are immense. We, as your healthcare providers, would like to personally help you with the challenges of quitting smoking. Smokers can and do quit smoking. In fact, today there are more former smokers than current smokers. Quitting smoking is hard and may take several attempts. MGH is here to support you toward your goal of becoming smoke free. You can look forward to many health benefits such as lowering risk of lung cancer along with other types of cancers, reduced risk of heart disease, stroke, and peripheral vascular disease, reduced respiratory symptoms such as coughing, wheezing, and shortness of breath, and reducing the risk of developing chronic obstructive pulmonary disease (COPD). There are several support systems to aid in quitting smoking. Counseling and medication are both effective for treating tobacco dependence and using them together is more effective than using either one alone. Talk with us today about your options. We support YOU. Secondhand smoke harms everyone. There is no risk-free level of secondhand exposure; even brief exposure can be harmful to health. Take action to protect yourself and others. Thank you again for respecting MGH's policy for a smoke free campus.

Resource: Centers for disease control and prevention. (2015). Retrieved from <http://www.cdc.gov>

Food and Nutritional Services

Our mission is to help you understand that you can eat flavorfully while also eating healthy.



Here are some ways that we achieve our mission:

- The regular diet, cardiac diet and consistent carbohydrate (diabetic) diet all receive the same great tasting meal selection so there are no diet selections that are denying or restricting certain food items.
- We provide restaurant quality meals that are made with scratch ingredients and whole foods.
- Homemade soups are available at every lunch and dinner.
- A variety of whole grains are incorporated throughout the menu.

Our Daily Menu Provides:*

Calories:	1800 calories per day
Protein:	20% total calories
Total Fat:	25 - 30% total calories
Saturated Fat:	7% total calories
Cholesterol:	< 200 mg
Sodium:	< 2000 mg
Carbohydrate:	50% total calories 60 grams at Breakfast 75 grams at Lunch & Dinner
Fiber:	20-25 grams



Better Ingredients Means Better Nutrition

A team of chefs, dietitians and nutrition experts work together to not only plan a menu that is healthy by design, but one that uses fresh, wholesome food ingredients. To us, better ingredients, which include how we source our foods and how food is raised, means better nutrition. Our catering associates will visit you for menu choices before each meal. If at any time you need to speak with someone from Food and Nutrition Services you can reach us at (765) 660-7130.

ATTENTION VISITORS

Please do not visit the hospital if you are sick with any of the following:

- ◆ Fever
- ◆ Diarrhea
- ◆ Vomiting
- ◆ Runny nose
- ◆ Sore throat
- ◆ Cough

All visitors should use **alcohol hand foam** before and after visiting.

It is recommended children **under 18 years old** not be in patient rooms.

Thank You
FOR HELPING US
PROTECT
OUR PATIENTS.



Concerns / Complaints

While you are a patient at MGH, we want your stay to be as enjoyable as possible. If you have concerns and/or complaints regarding your room, care or any others, please advise your nurse and you can also advise the nurse leader. The nurse leader does rounds daily on patients and you can express any concerns and/or complaints at this time.

Transfers

While you are a patient at MGH, you may be transferred to another floor or hospital for a different level of care. Please remember your belongings as you are transferring. If you are going to another facility, the staff may have maps available to give to your family with a telephone number to assist them in their travel. You may request a different room if you are dissatisfied with yours, however, this is dependent on available rooms and your present level of care required.

Safety

If you feel you are unsafe at home, please inform your nurse and we can provide you with adequate resources to assist in your safe environment on discharge. At any time, you may feel unsafe at MGH for any reason, please notify your nurse or nurse leader. While you are at MGH, we want to provide you with the safest care possible. We will be promoting wellness by removing any catheters as soon as possible, ambulating you as soon as physician recommended, and educating on disease prevention.

Infection Control

In order to protect you and other patients from disease transmission, Marion General Hospital uses infection control practices called “universal precautions”. These infection control practices are the same as those required by the Indiana State Department of Health (ISDH), Indiana Occupational Safety and Health Administration (IOSHA) and the Centers for Disease Control (CDC) recommendations. They are designed to protect patients and staff from the spread of blood borne diseases such as Hepatitis B & C and HIV.

Some of the things that you will observe are:

- The use of protective barriers like gloves, masks, gowns, lab coats and protective eye or face shields when there may be a spray or splatter of blood or other potentially infectious materials. These may also be used during the routine care of patients with special conditions.



- Hands are washed or sanitized before and after contact with each patient. If gloves are needed, they are changed and hands sanitized between patients.
- Reusable instruments that can stand high temperatures are sterilized after each patient use.
- Surfaces and equipment that are contaminated with blood or other potentially infectious materials are cleaned and disinfected after treatment of each patient.
- Precautions are taken to prevent injuries caused by used needles, syringes and other contaminated sharp objects. These are discarded in a puncture-resistant container.
- Infectious waste is placed in containers and bags that prevent leakage and breakage and are labeled with a biohazard symbol. These are stored in a secure area prior to treatment and final disposal.
- All patient care staff receive annual training on infection control.

Inquiries, concerns or observations of deviation from these Universal Precautions should be brought to the attention of the charge person in the unit or department where the incident or question occurs. These may also be directed to the Infection Control Coordinator at (765) 660-6550.

We, the healthcare providers at MGH, are committed to providing quality care for you, our patient. If your need for information is not satisfied, you may write or call:

Indiana State Department of Health
c/o Exposure Control Coordinator
2 North Meridian Street
Indianapolis, IN 46206
317-234-2804 phone
317-234-2812 fax

How you can help us keep you healthy

- Be sure to read and follow any signs about special precautions at the entrance to the patient's room. Necessary items such as gloves, gowns and masks are for your use too. Ask the staff if you have questions.
- Wash or sanitize your hands when entering and leaving the patient's room. Also wash your hands before handling food and drink, after using the bathroom, after blowing your nose or changing a diaper. **Hand washing is the most important way to prevent spreading infections!**
- Do not visit if you have symptoms of illness. Children visiting parents and siblings should be free of rashes, fever, coughs and colds. Ask your nurse before bringing children to visit.
- If you are participating in a patient's care, such as bathing or bathroom assistance, feel free to use the gloves that are provided in the room. Ask the nurse about any special precautions.

Discharge Process

We know your time is valuable. Our goal is to get you discharged as quickly as possible. Before you can leave the hospital, you will need: A ride home from the hospital, to understand all of your medications, know your follow-up appointments, review instructions with your nurse and be able to ask any questions you may have.

1. Please be aware that this process can take several hours to complete once the physician has informed you that you will be going home. The physician must enter all the discharge orders, medications and follow-ups. The nurse must ensure your medication list is correct, home care is set up and follow-up appointments are made.



2. Walgreens Well Transitions & Bedside Medication Delivery offers prescription delivery prior to discharge upon request. They can fill your prescriptions before you go home. Please ask your nurse about this program. 765-664-2247
3. Please ask questions if you do not understand. For your convenience there are physician offices and resources available in the back of this guide with phone numbers.
4. Please keep your packet of information and review again when you arrive home.
5. We'll Call YOU: After you have been discharged from MGH you will receive an automated phone call to your home the next day between 11 a.m. and 1 p.m. The purpose of the call is to assess your present health status, put you in touch with clinical resources if needed, review home care instructions and schedule any follow-up care. We also want to gather your feedback on your MGH experience. Based on your answers we will determine whether an MGH practitioner should follow up with you. You are always welcome to call your own provider if you have any questions or need help.
6. Please complete the survey regarding your care while you were at MGH. We strive to give very good care and to complete all your needs as a patient

VACCINATIONS: Please clip and keep in your wallet for future records

Pneumonia vaccine date given: _____

Influenza vaccine date given: _____



Know the Risks for Deep Vein Thrombosis

Deep vein thrombosis (DVT) is a common condition. It is the result of a blood clot that forms inside a vein, usually in the leg, which can block the flow of the blood through the vein. A DVT can lead to pulmonary embolism (PE). PE occurs when a blood clot breaks loose, travels through the veins and blocks a blood vessel leading to the lungs. A DVT can occur without signs or symptoms.

Prevention

Patients who are ill and have had surgery are at a higher risk for developing a DVT and the provider may order a special machine that wraps around your legs, stockings and/or a medication to keep your blood thinner during this time to prevent a DVT.

Treatment

DVT can be treated. The provider may order medicine or take other action. It is important to talk to your doctor about your risk of DVT. It could save your life.

Signs and Symptoms that need reported to your provider:

- Swelling of the leg
- Pain or tenderness in the leg; pain is usually in one leg and may only be present when standing or walking
- Skin that is warm to the touch in the leg
- Red or discolored skin
- Fever over 101°

Seek urgent medical attention if you have:

- Unexplained shortness of breath
- Chest pain and/or palpitations
- Coughing/coughing up blood
- Sudden increase in fatigue



Who is at risk for DVT?

DVT can occur in almost anyone, but certain people may be more at risk.

Some factors that may increase your risk of DVT are:

- Age 40 years or older
- Being overweight
- A personal or family history of blood clots
- Birth control pills
- Hormone replacement therapy (HRT)
- Cancer
- Certain heart problems
- Stroke
- Currently off of your feet due to a long illness, injury or surgery
- Surgery
- Pregnancy
- Respiratory failure

Marion General Hospital has a presence outside of Marion, offering physicians in Converse, Fairmount, Gas City, Swayzee and Upland.

Lab services are provided in Gas City, Fairmount, Upland and in Marion at the 330 Building and at Northwood.

Marion Locations:

Marion General Hospital

Main Hospital
441 N. Wabash Ave.
Marion, IN 46952
(765) 660-6000

MGH Medical Offices

330 N. Wabash Ave.
Marion, IN 46952
(765) 660-6415

Family Medicine Center – Marion

330 N. Wabash Ave. Suite 470
Marion, IN 46952
(765) 660-7630

Lung Center of MGH

330 N. Wabash Ave. Suite 450
Marion, IN 46952
(765) 660-7690

MGH Specialty Physicians

330 N. Wabash Ave. Suite 430
Marion, IN 46952
(765) 660-7680

MGH Pediatric Center

330 N. Wabash Ave. Suite 320
Marion, IN 46952
(765) 660-7660

MGH Rehabilitation Hospital

441 N Wabash Ave
Marion, IN 46952
(765) 660-6360

Marion Surgeons

330 N. Wabash Ave. Suite 370
Marion, IN 46952
(765) 660-7500

MGH Surgery Center

330 N. Wabash Ave. Suite 200
Marion, IN 46952
(765) 660-7400

MGH Medical Oncology

Progressive Cancer Care Center
831 N. Theatre Drive
Marion, IN 46952
(765) 660-7800
Radiation Oncology
(765) 662-4293
www.progressivecancercare.com

MGH Work Solutions

Occupational Health
119 S. Washington St.
Marion, IN 46952
(765) 660-7440

Family Medicine Center – Northwood

Northwood Medical Center
1399 N. Baldwin Ave.
Marion, IN 46952
(765) 660-7550

MGH Diagnostics – Northwood

1379 N. Baldwin Ave.
Marion, IN 46952
(765) 660-7940

Marion Family Practice

1391 N. Baldwin Ave.
Marion, IN 46952
(765) 660-7900

MGH Physical Therapy

Northwood Medical Center
1393 N. Baldwin Ave.
Marion, IN 46952
(765) 660-7990

MGH Sleep Lab

Northwood Medical Center
1387 N. Baldwin Ave.
Marion, IN 46952
(765) 660-7930

South Marion Medical Park

1410 W. Bella Drive
Marion, IN 46953
(765) 660-7700

MGH Radiology – Outpatient

1410 W. Bella Drive
Marion, IN 46953
(765) 660-7770
Scheduling: (765) 660-6222

Family Medicine Center – South

1406 W. Bella Drive
Marion, IN 46953
(765) 660-7720

MGH Diagnostics – South

1408 W. Bella Drive
Marion, IN 46953
(765) 660-7760

MGH Obstetrics & Gynecology

1419 W. Bella Drive
Marion, IN 46953
(765) 660-7580

Other Locations:

Family Medicine Center – Converse

Drook Medical Center
308 N. Jefferson St.
Converse, IN 46919
(765) 660-7870

Family Medicine Center – Swayzee

Pence-Davis Medical Center
2651 S. 800 W.
Swayzee, IN 46986
(765) 660-7860

Family Medicine Center – Gas City

Gas City Medical Center
4781 Kay Bee Drive
Gas City, IN 46933
(765) 660-7840

MGH Diagnostics – Gas City

4781 Kay Bee Drive
Gas City, IN 46933
(765) 660-7850

Fairmount Medical Associates

157 W. Eighth St.
Fairmount, IN 46928
(765) 660-7880

MGH Diagnostics – Fairmount

157 W. Eighth St.
Fairmount, IN 46928
(765) 660-7880

MGH Diagnostics - Upland

1809 S. Main St., Suite 200
Upland, IN 46989
(765) 660-7530

MGH Radiology - Upland

1809 S. Main St., Suite 200
Upland, IN 46989
(765) 660-7530

MGH Physical Therapy - Upland

1809 S. Main St., Suite 200
Upland, IN 46989
(765) 660-7544

Upland Health & Diagnostics

1809 S. Main St.
Upland, IN 46989
(765) 660-7520

Volunteers and Auxiliary

Joining the staff as a part of the Hospital team are the volunteers and Auxiliary of MGH. They donate their time and services to add to your comfort and well-being during your stay.

Membership is open to men and woman who are interested in the hospital and service to others. For further information, call Volunteer Services at (765) 660-6410.

Gift Shop

The Auxiliary operates a Gift Shop for our patients and visitors. The Gift Shop offers a variety of gifts including:

- Candy & Snacks
- Baby Items
- Balloons
- Greeting Cards
- Fresh Cut Flowers
- Magazines & Puzzle Books
- Stuffed Animals
- Toiletries
- Gifts for All Ages



The gift shop is located on the first floor and is open on the following days and times:

Monday-Friday: 9:00 a.m. - 7:00 p.m.

Saturday: 10:00 a.m. - 2:00 p.m. *(when volunteers are available)*

Sunday: 1:00 p.m. - 4:00 p.m. *(when volunteers are available)*

If you would like to purchase a gift by phone for a patient or employee, please call the gift shop at (765) 660-6416, and one of our friendly volunteers will be happy to assist you in selecting and delivering your gift.





What is Diabetes?

A chronic disease marked by high levels of blood glucose due to defects in insulin production, insulin action, or both. Symptoms of diabetes (hyperglycemia or high blood sugar) may include: Increased thirst, frequent urination, hunger, fatigue, blurry vision, and slow healing wounds.

Facts About Diabetes (American Diabetes Association 2015)

- Diabetes is a growing epidemic, now affecting over 29 million Americans.
- Diabetes is the 7th leading cause of death in the United States.
- 2-4% increased risk of heart disease (leading cause of death with diabetes).
- Leading cause of kidney failure and new blindness.
- Leading cause of non-traumatic lower-limb amputations.

Pre Diabetes:

- Affects over 80- million Americans over the age of 20.
- Glucose levels are higher than normal but not yet at diabetic levels.
- Weight loss and increased physical activity may delay or prevent the onset of type 2 diabetes.

Control:

- The ADA (American Diabetes Association) recommends keeping blood glucose and blood pressure levels as close to normal as possible to help prevent complications from diabetes.
- Control is a balance between: Activity, medications and meal planning.

Healthy Eating:

- Meals balanced throughout the day with healthy snacks.
- Recommended: high fiber, whole grains, fruits, vegetables, and lean meats
- Low in fat with less sugar and sodium.
- Portion control is key.

Steps You Can Take:

- At each diabetes healthcare provider visit have feet inspected and have a comprehensive foot exam yearly.
- Become educated about your diabetes.
- Daily meal planning, exercise and glucose testing is essential.
- Know about medications: how they work and the proper way to take them.
- Clean and check feet every day.
- Learn about possible long term complications and how to prevent them.
- Have a yearly dilated eye exam - Be sure that your eye doctor knows that you have diabetes.

According to the American Diabetes Association and American Association of Diabetes Educators, research supports the value of formal diabetes education and support, improving medication use, A1c targets, reducing the onset and advancement of diabetes complications, improving lifestyle behaviors, reducing diabetes related distress, and improving quality of life. Literature also shows that diabetes education is cost effective in reducing hospital admissions and re- admissions. Medicare and many private insurers cover up to 10 hours of diabetes education and two hours in each subsequent year of follow-up education delivered in programs that have been accredited by either the ADA or AADE.



The Diabetes Self-Management Education and Support Program of Marion General Hospital has been nationally recognized by the American Diabetes Association since 1996. The program offers services to help the person with diabetes learn the self-management skills necessary to manage diabetes and maintain a healthy lifestyle. Our goal is to improve the quality of life for the person with diabetes.

We offer a combination of individual appointments and group sessions. Our program is staffed by nationally board certified diabetes educators, registered nurses and registered dietitians. Phone: 765-660-6690

Community Outreach Programs

(all area codes are 765)

Auxiliary - Provides daily telephone contact between volunteers and area citizens who live alone. It offers security for shut-ins and peace-of-mind for relatives who may be too far away for daily contact. 660-6411

Bariatric Support Group - For individuals who have had bariatric surgery or are interested in bariatric surgery. 660-7133

Breastfeeding Support Group - 660-6860

Congestive Heart Failure/Coumadin Clinic - 660-6680

Diabetes Management Education - Classes or individual consultations available with a physician's referral. Accredited by the American Diabetes Association. 660-6690

Great Beginnings - A prenatal education and referral program for pregnancy and first year of baby's life. 660-7892

Hospital Tours - Offered to groups, clubs and organizations upon request. 660-7200

Infant or Child CPR - Classes on administering CPR to infants and children. 660-7892

Job Shadow - Program allowing high school and college students, or adults desiring a career change to "shadow" someone within area of interest for a day or half a day. 660-6410

Walk Sport Fitness and Friends Programs at Five Points Mall - Blood pressure checks are done the second Friday of each month. Featured speakers are available to address various health issues. 660-7200

Meals on Wheels - Meals are sent daily to those persons unable to fix meals for themselves. 664-4759

Prenatal Breastfeeding Class - The basics of breastfeeding are presented including benefits, myths, positions and prevention of common problems. 660-7892

Prenatal Classes - Class covers nutrition, exercise, the stages of labor and delivery, breastfeeding, etc. 660-7892

Sibling Class - Helps the “big brother” or “big sister” get ready for a new baby with activities and a tour of the Family Birthing Center, where mom will stay for a while. 660-7892

Total Joint Classes - offered 2nd and 4th Thursday of each month. 660-6275

Vaginal Delivery After Cesarean (VDAC) Class - is offered quarterly. 660-7892

Walgreens Well Transitions & Bedside Medication Delivery - 664-2247

Healthcare Services Directory

(all area codes are 765)

Ambulance Service (Non-emergency)	660-6930
Cancer Care Center	660-7800
Cardiac and Pulmonary Rehabilitation.....	660-6050
Cardiac Cath Lab	660-6030
Cardiovascular Lab.....	660-6040
Care Continuum Department (Social Services)	660-6830
Emergency Department	660-6900
Family Birthing Center	660-6860
Laboratory (Outpatient).....	660-6511
Nutritional Support Team (Diabetes Education).....	660-6690
Pastoral Care.....	660-6555
Pediatrics	660-6880
Physical Therapy (Outpatient)	660-7990
Radiology (Scheduling).....	660-6222
Radiology (Hospital).....	660-6200
Rehabilitation Hospital.....	660-6360
Respiratory Care	660-6330
Surgery Center	660-7400
Telemetry	660-6700
Wound Care.....	660-6670

Directory

LOWER LEVEL

Cath Labs

ELEVATOR

Red ●

FLOOR 1

Emergency +

X-ray / Radiology 

Cafeteria 

Registration /Admitting 

Gift Shop

Main Entrance & Garage Parking

FLOOR 2

Rehabilitation Rooms 270-287

Access to Parking Garage
& Skywalk

Green ●

Blue ● P

FLOOR 3

Critical Care

Admissions Intake

Patient Rooms 316-369

Patient Rooms 371-395

Respiratory & Neurology Testing

Blue ●

Orange ●

Orange ●

Green ●

Red ●

FLOOR 4

Labor & Delivery

Patient Rooms 438-451

Pediatric Rooms 400-415

Cardiovascular Testing

Laboratory

Green ●

Green ●

Blue ●

Blue ●

Red ●

FLOOR 5

Orthopaedic Rooms 570-599

Patient Rooms 549-566

Surgery & Waiting Area

Conference Center

Green ●

Orange ●

Orange ●

Blue ●

Directory

MGH

Word Search

N E W T E R U T L U V G E T G
K A N G A R O O G R Q O S N O
T J N O I L G T E O T R O A D
Y A K H F I E T A B R F O H B
K G C N P L T Z R G T I M P U
S U M A T O P O P P I H L E F
K A Z R I G U A N A B L Z L F
U R U P N I H C R U B E L E A
N T E L A H W X Q U A I L A L
K J S U R E X Z E B R A A J O

ALLIGATOR
DOG
GORILLA
JAGUAR
MOOSE
PIG
SKUNK
VULTURE
YAK

BUFFALO
ELEPHANT
HIPPOPOTAMUS
KANGAROO
NEWT
QUAIL
TURTLE
WHALE
ZEBRA

CAT
FROG
IGUANA
LION
OTTER
RABBIT
URCHIN
XERUS

Sudoku

Fill in the blank squares so that each row, each column and each 3-by-3 block contains all of the digits 1 thru 9.

				2	4			9
4	2				3	7		
			8					
	7			5		9	6	
	5			7				8
	1	6						
9					1	4	5	
	8			6		3		1

ANSWER KEY

1	7	3	5	9	9	4	8	2
6	5	4	1	8	2	3	7	9
5	1	9	3	4	7	8	9	2
8	2	4	6	7	1	9	5	3
1	7	8	4	5	2	9	6	3
6	4	2	3	9	5	1	7	8
4	2	1	6	9	3	7	8	5
8	6	5	7	2	4	1	3	9
7	9	3	5	1	8	6	2	4

ANSWER: BONANZA

Word Jumble
ZANBOAN

It's not how many cancer patients we see,



it's how many we **SEND HOME.**

Ask your physician about



A PARTNERSHIP WITH LOCAL PHYSICIANS, CHV, AND **MGH**

MGH

ACCESS 

WE WILL GET YOU IN.



Need a PRACTITIONER? **660-MGH 4 (6444)**

You Have Cancer.

Dr. Rathi Mahendran
THREE BOARD CERTIFICATIONS

Dr. Edmond Bendaly
FOUR BOARD CERTIFICATIONS



We Have Hope.

HOPE can be found here – on your cancer journey. MGH promises to be your family – fighting your cancer battle alongside you. With Quadruple & Triple Board Certified oncologists, certified oncology nurses and a cancer care team attaining the top 14% of the nation's cancer programs.



exceeding national quality standards in cancer care.

Edmond Bendaly, MD
Four Board Certifications:

- Internal Medicine
- Medical Oncology
- Hematology
- Hospice & Palliative Medicine

Rathi Mahendran, MD
Three Board Certifications:

- Internal Medicine
- Medical Oncology
- Hematology

Marilyn Pearcy, RN, OCN, MSM
• 50 years at MGH
• 25 years as Cancer Director
• Cancer Navigator

Entire MGH Cancer Team
• 100 % Certified Oncology Nurses
• Top 14% in Nation for Excellence