

PATIENT GUIDE

Key Information For Your Stay



INSIDE:

**Facts For Your Stay • General Information
Rights & Responsibilities • Discharge Planning
Understanding Your Bill & More**



CUMBERLAND
H E A L T H C A R E

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DEAR PATIENT



Thank you for choosing Cumberland Healthcare for your healthcare needs. At Cumberland Healthcare we are committed to meeting the needs of our growing community. Our mission is to ensure our patients receive exceptional quality care, every step of the way.

Cumberland Healthcare is an independent, nonprofit, community-based, Critical Access Hospital. We are licensed for 25 acute care beds, an emergency department and private birthing rooms. We offer family practice, obstetrical and gynecological care, rehabilitation services, and specialty care services, including oncology, cardiology, neurology and many more.

Our dedicated and highly skilled staff members are here to ensure all of your healthcare goals and needs are met. Should you have any concerns or questions, please let a staff member know. Please let us know how we can exceed your expectations at Cumberland Healthcare. Our highest priority is your overall care and satisfaction.

Sincerely,

Mike Gutsch
Chief Executive Officer



CUMBERLAND
HEALTHCARE



CUMBERLAND HEALTHCARE

MISSION • VISION • VALUES

MISSION

An independent, community-based health system dedicated to providing exceptional quality care, every step of the way.

VISION

To become the provider of choice for our community and surrounding areas by being a leader in rural healthcare.

VALUES

We are committed to serving our patients, community and employees from a foundation built on **PRIDE**.

Positive Attitude

Respect

Integrity

Dependable/Accountable

Excellence





HERE FOR YOU. EVERY STEP OF THE WAY.



**CUMBERLAND
HEALTHCARE**



Family Practice Providers



Barbara Ankarlo, MD



Alan Carlson, MD



Kimberly Haycraft, MD



Gregory Leitheiser, MD



Thomas Lingen, MD

OB-GYN

Advanced Practice Providers



Gary Degerman, MD



Sherrie Gilbert, FNP-BC



Nicole Huber, PA-C



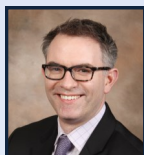
Merilee LaPoint, WHNP-BC



Cassandra Moore, FNP-BC

Cumberland Healthcare Specialty Clinic Physicians

Our Specialty Clinic was designed to provide our patients with convenient, regular access to a variety of area medical specialists who have consulting privileges at Cumberland Healthcare. All of these physicians come to Cumberland Healthcare at least once a month, with some coming once a week. For more information on the Cumberland Healthcare Specialty Clinic, call (715) 822-7350.



Aron S. Adkins, MD
Endocrinology
Eau Claire Medical Clinic



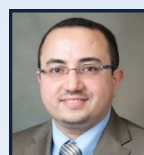
Eric F. Caporusso, DPM
Foot & Ankle
Reconstruction
*Chippewa Valley
Orthopedics & Sports
Medicine*



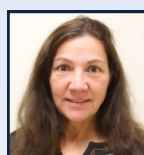
Robert D. Lefsrud, MD
Radiology
*Diagnostic Radiology
Associates*



**Thomas Peller, MD,
FACP**
Gastroenterology
Southside Medical Clinic



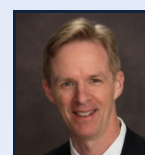
Eyad Al-Hattab, MD
Oncology
Mayo Clinic Health System



Natasha Eshbaugh, MD
Radiology
*Diagnostic Radiology
Associates*



Gregory J. Mack, DPM
Podiatry
Foot and Ankle Clinic



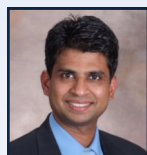
Joseph L. Ruegemer, MD
Ear, Nose & Throat (ENT)
*St. Croix Regional Medical
Center*



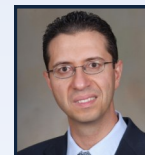
Gurdesh S. Bedi, MD
Neurology
*St. Croix Regional
Medical Center*



**Kenneth J. Garrison,
MD, FACS**
General Surgery
Kenneth J. Garrison, MD, SC



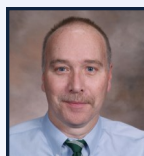
**Rajesh Maddikunta, MD,
FACC**
Cardiology
Internal Medicine
Eau Claire Medical Center



Fadi Sabbagh, MD
Internal Medicine
Pulmonary Medicine
Critical Care Medicine
Sleep Medicine
Eau Claire Medical Center



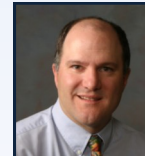
Troy L. Berg, MD
Orthopedic Surgery
Sports Medicine
*Chippewa Valley Orthopedics
& Sports Medicine*



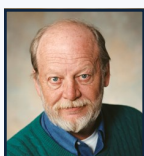
Greg C. Heiler, MD
Pathology
Pathology, SC



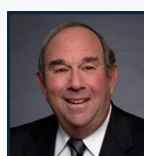
J. Clinton Merrick, MD
Plastic & Hand
Reconstructive Surgery
*Merrick Plastic & Hand
Surgery*



John A. Terrell, MD
Radiology
*Diagnostic Radiology
Associates*



Roger V. Branham, MD
Orthopedic Surgery
*Branham & Healy
Orthopedic Clinic*



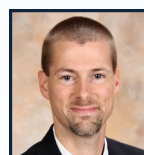
David J. Katz, MD
Urology
*Western Wisconsin
Urology*



Jose A. Padilla, MD
Orthopedic Surgery
*Chippewa Valley
Orthopedics & Sports
Medicine*



John Brendel Jr., MD
Pain Medicine
*Interventional Pain
Specialists of Wisconsin*



Peter Kluge, DO
Internal Medicine
Interventional Cardiology
Eau Claire Medical Clinic



Brian N. Pauley, MD
Wound Care
Infinity HealthCare



Annette B. Caporusso, DPM
Podiatric Medicine
*Chippewa Valley Orthopedics
& Sports Medicine*



Ronald H. Lange, MD
Ophthalmology
Chippewa Valley Eye Clinic



Thomas M. Pelant, MD
Radiology
*Diagnostic Radiology
Associates*



GENERAL INFORMATION

VISITING HOURS

Hospital:	Family members are welcome to visit anytime.
The Birthplace:	Family members (father, siblings and grandparents) are welcome to visit anytime. Extended family and friends may visit according to the mother's wishes.

NUTRITIONAL SERVICES

Cumberland Healthcare's Nutrition Services Department strives to promote patient health and well being through the promotion of healthy food and education. Our dietary staff plans, prepares and serves nutritious food to hospital patients, staff & visitors.

Hospital Mealtimes

Breakfast – 7:15 am
Lunch – 11:45 am
Dinner – 4:45 pm

Guest Trays

Guest trays may be purchased by contacting Nutrition Services prior to meal service. Cost of a guest tray is \$6.00. Please call the kitchen at 715-822-7070 one hour in advance to ensure enough food is prepared.

The Café

The Café, located by the Extended Care Unit, is open to guests 7 days a week from 8:00 am to 6:00 pm. A variety of snacks and meal items are available for purchase. Currently, the Café is only receiving payment via cash or check only. For questions regarding the Café, call 715-822-7070.



GENERAL INFORMATION

TELEPHONES

All of our patient rooms are equipped with a telephone. To make a local call, dial “9” and the number. Long distance calls may be placed using a calling card, which can be purchased at the Admitting Desk of the Hospital, or by dialing 1-800-CALL-ATT.

SECURITY

At Cumberland Healthcare your security is very important to us. All employees are required to wear identification name badges. Additionally, security cameras are placed throughout the facility and parking lots. The main entrance is locked after 8 pm, or 6 pm on holidays. Visitors may enter though the Emergency Department entrance after hours.

SMOKE-FREE ENVIRONMENT

To ensure a healthy and safe environment for our patients, Cumberland Healthcare and the Extended Care Unit are smoke-free campuses. Smoking is prohibited on our grounds, which includes the facility, outdoor space and parking lots.

GIFT SHOP

Cumberland Healthcare Volunteer Partners offer a wide selection of unique gift shop items including designer-inspired handbags, jewelry, watches, clothing, home décor, stuffed animals, cards and candy. The Gift Shop is located by the hospital front desk.

Hours

Monday	10:00 am - 4:00 pm
Tuesday	10:00 am - 4:00 pm
Wednesday	10:00 am - 4:00 pm
Thursday	10:00 am - 4:00 pm
Friday	10:00 am - 4:00 pm
Saturday	Closed
Sunday	Closed



DON'T IGNORE PAIN

No one knows how much pain you are in but you. Tell your healthcare provider when you experience pain, if change occurs or if your pain returns after going away. It's important to talk about your pain level throughout your stay.

Ask yourself, then share with your healthcare provider:



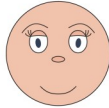
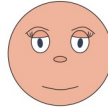
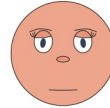
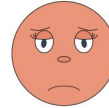
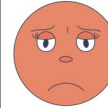
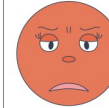
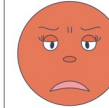


- Where does it hurt?
- When does it hurt?
- Does it keep you from doing certain things, like sleeping, eating or moving?

Starting to get uncomfortable? Is your pain medicine not working as well as you would like? Speak up. You may need to get more of the current pain medicine you are on, switch medication or try an alternate method to get relief. Don't try to ignore painful symptoms. Managing your pain will help in the healing process. Talk to your nurse or doctor when you experience pain.

Alternative to controlling your pain. Talk to your healthcare provider about these alternatives to managing your pain levels.

- Breathing and/or relaxation methods
- Repositioning
- Physical therapy
- Warm/cool packs

COMPARATIVE PAIN SCALE CHART (Pain Assessment Tool)

										
0 Pain Free	1 Very Mild	2 Discomforting	3 Tolerable	4 Distressing	5 Very Distressing	6 Intense	7 Very Intense	8 Utterly Horrible	9 Excruciating Unbearable	10 Unimaginable Unspeakable
No Pain	Minor Pain			Moderate Pain			Severe Pain			
Feeling perfectly normal	Nagging, annoying, but doesn't interfere with most daily living activities. Patient able to adapt to pain psychologically and with medication or devices such as cushions.			Interferes significantly with daily living activities. Requires lifestyle changes but patient remains independent. Patient unable to adapt pain.			Disabling; unable to perform daily living activities. Unable to engage in normal activities. Patient is disabled and unable to function independently.			



5 WAYS TO FIGHT INFECTION

While you are at Cumberland Healthcare, there are several patient safety tips to help protect you from infection.

1. Clean your hands - Soap and water or hand sanitizer can be used

- After touching objects or surfaces
- Before eating
- After using the restroom
- After using a tissue

2. Ask visitors to wash or sanitize their hands. In order to avoid the spread of outside germs, kindly ask your guests to wash or sanitize their hands.

3. Cover if you are sick. If you are sick, limit the spread of germs by sneezing and coughing into tissues you promptly throw away, and avoid touching other people.

4. Keep an eye on bandages and dressings. If a dressing on a wound or IV becomes loose or wet, let your nurse know. Also, if you have a catheter or drainage tube, tell your nurse if it comes loose or dislodged.

5. Keep your vaccinations up-to-date. Make sure you are as protected from the spread of infection. Check with hospital staff about whether it's safe for you to receive any vaccines you might need.



Tell friends & family not to visit if they are sick and make sure all your guests wash their hands when they enter your room.



HANDWASHING 101

Did you know that hand hygiene is the #1 way to prevent the spread of infection?

Wash your hands to prevent hospital infections

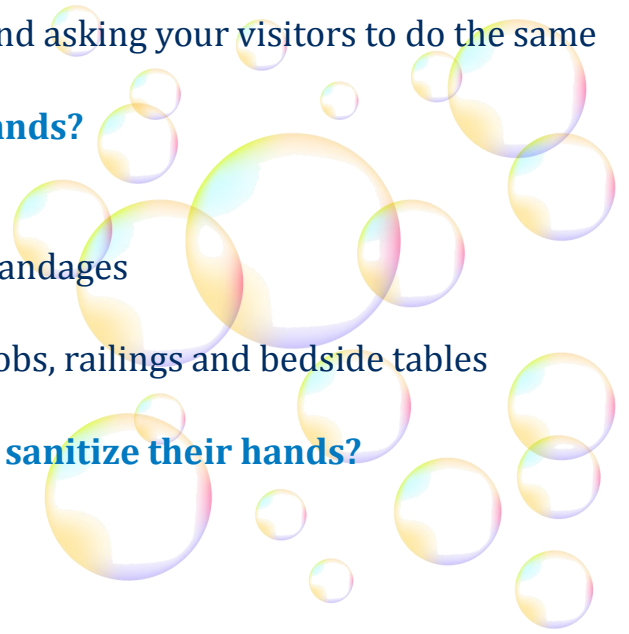
- In the United States, infections are common in hospitals
- As a patient there is always the risk of infection so it is important to use proper handwashing techniques
- Take action by washing your hands frequently and asking your visitors to do the same

When should a patient wash or sanitize their hands?

- Before eating
- Before touching your eyes, nose or mouth
- Before and after changing wound dressings or bandages
- After using the restroom
- After touching hospital surfaces such as doorknobs, railings and bedside tables

When should your healthcare provider wash or sanitize their hands?

- Every time they enter your room
- Before and after putting on gloves



HOW TO PROPERLY WASH YOUR HANDS

With soap and water

1. Wet your hands with warm water. Use liquid soap if possible. Apply a nickel or quarter sized amount of soap in your hands.
2. Rub your hands together until soap forms a lather. Rub it all over the top of your hands, in-between your fingers and around and under your fingernails.
3. Continue rubbing your hands for 15 seconds.
4. Rinse your hands well under warm water.
5. Dry your hands using a paper towel if possible.

With an alcohol-based hand rub/ sanitizer

1. Follow directions on the bottle regarding how much product to use.
2. Rub the product over the top of your hands, in-between your fingers, and around and under your fingernails.
3. Continue rubbing until your hands are dry. It should be at least 15 seconds before your hands feel dry. Don't rinse your hands or dry them with a towel.

*Note: An alcohol-based hand rub is a product that kills germs and should be 60-95% ethanol. They are fast and effective.



YOUR INFORMATION. YOUR RIGHTS. OUR RESPONSIBILITIES.

PATIENT RIGHTS

Get an electronic or paper copy of your medical record

- You can ask to see or request an electronic or paper copy of your medical record. Ask us how to do this.
- We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

Ask us to correct your medical record

- You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.
- We may say “no” to your request, but we’ll tell you why in writing within 60 days.

Request confidential communications

- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- We will say “yes” to all reasonable requests.

Ask us to limit what we use or share

- You can ask us not to use or share certain health information for treatment, payment or our operations. We are not required to agree to your request, and we may say “no” if it would affect your care.
- If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say “yes” unless a law requires us to share that information.

Get a list of those with whom we have shared information

- You can ask for a list (accounting) of the times we’ve shared your health information for six years prior to the date you ask, who we shared it with and why.
- We will include all the disclosures except for those about treatment, payment, health care operations and certain other disclosures (such as any you asked us to make). We will provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

Get a copy of this privacy notice

- You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

Choose someone to act for you

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will make sure the person has this authority and can act for you before we take any action.



YOUR INFORMATION. YOUR RIGHTS. OUR RESPONSIBILITIES.

HOW TO FILE A COMPLAINT

You can complain if you feel we have violated your rights by contacting our Privacy Officer at:

Cumberland Healthcare
Privacy Officer
1110 Seventh Avenue
Cumberland, WI
(715-822-7152)

You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to:

US Department of Health &
Human Services
200 Independence Avenue SW
Washington, DC 20201

You can also call 1-877-696-6775 or visit www.hhs.gov/ocr/privacy/hipaa/complaints.

We will not retaliate against you for filing a complaint.

YOUR CHOICES

For certain health information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends or others involved in your care
- Share information in a disaster relief situation
- Include your information in a hospital directory

If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

In these cases we never share your information unless you give us written permission:

- Marketing purposes
- Sale of your information
- Most sharing of psychotherapy notes

In the case of fundraising:

- We may contact you for fundraising efforts but you can tell us not to contact you again



YOUR INFORMATION. YOUR RIGHTS. OUR RESPONSIBILITIES.

OUR USES AND DISCLOSURES

We typically use or share your health information in the following ways.

Treat you

- We can use your health information and share it with other professionals who are treating you.
- *Example: A doctor who is treating you for an injury asks another doctor about your overall health condition.*

Organizational purposes

- We can use and share your health information to run our practice, improve your care, and contact you when necessary.
- *Example: We use health information about you to manage your treatment and services.*

Bill for your services

- We can use and share your health information to bill and get payment from health plans or other entities.
- *Example: We give information about you to your health insurance plan so it will pay for your services.*

HOW ELSE CAN WE USE OR SHARE YOUR INFORMATION?

We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions required by law before we can share your information. For more information, visit www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html.

Help with public health and safety issues

We can share health information about you for certain situations, such as:

- Preventing disease
- Helping with product recalls
- Reporting adverse reactions to medications
- Reporting suspected abuse, neglect or domestic violence
- Preventing or reducing a serious threat to anyone's health or safety

Do research

- We can use or share your information for health research.

Comply with the law

We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we are complying with federal privacy laws.

Respond to organ and tissue donation requests

We can share health information about you with organ procurement organizations.



YOUR INFORMATION. YOUR RIGHTS. OUR RESPONSIBILITIES.

HOW ELSE CAN WE USE OR SHARE YOUR INFORMATION CONTINUED

Work with a medical examiner or funeral director

We can share health information with a coroner, medical examiner or funeral director when an individual dies.

Address workers' compensation, law enforcement and other government requests

We can use or share health information about you:

- For workers' compensation claims
- For law enforcement purposes or with a law enforcement official
- With health oversight agencies for activities authorized by law
- For special government functions such as military, national security and presidential protective services

Respond to lawsuits and legal actions

We can share health information about you in response to a court or administrative order, or in response to a subpoena.

OUR RESPONSIBILITIES

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.
- For more information, visit <http://www.hhs.gov/hipaa/for-individuals/guidance-materials-for-consumers/index.html>

CHANGES TO THE TERMS OF THIS NOTICE

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our facility.





BEFORE YOU LEAVE THE HOSPITAL

Make sure you have the following information before you leave the hospital.

Medication List

This includes all of your new and old prescriptions, over-the-counter medication and any vitamins and supplements you are taking. Ask if there is any medication you can stop taking or any medications that aren't supposed to be taken together. Make sure you know how, why and when to take each medication.

Medication Information

We want to ensure that you understand why you are taking any medications that are prescribed upon your discharge, as well as any medication you were using before you came to see us. Please make sure you take the time to speak with our nursing staff and pharmacist and have them answer any questions you have about your medication. Make sure you have printed information explaining all of your medication before you leave.

Prescriptions

Have a plan to get any prescriptions filled before leaving the hospital.

Local Resources

Ask your Discharge Planner for assistance finding local after-care services and support groups.

After Hospital Services

Know how much help you will require in the following areas:

- Personal Care: bathing, eating, dressing, going to the restroom
- Home Care: cooking, cleaning, laundry, shopping
- Healthcare: taking your medication(s), doctor's appointments, physical therapy, wound care, injections, medical equipment

Follow-Up Care Instructions

Beyond medicine, this can include:

- Foods or activities to avoid
- Tests or appointments
- How to care for incisions or properly use equipment
- Warning signs to watch for
- Daily living adjustments (*ex. how to get into bed*)

Follow-Up Appointment

Your follow-up appointment is ordered by your physician and is included in your discharge instructions. Make sure to mark your calendar.



Questions? Contact Jorene Ostermann, Cumberland Healthcare Discharge Planner, at (715) 822-7416.



UNDERSTANDING YOUR BILL

Cumberland Healthcare will provide the necessary information to your insurance company for claim processing. There may be times, however, when the insurance company needs additional information from the patient to resolve the claim. When information is requested from the patient, we ask that you respond to your insurance company in a timely manner.

Financial responsibility ultimately is the responsibility of the patient or patient representative. If your insurance company does not pay your bill in full, you will receive a monthly statement notifying you of your personal balance. Payments can be made using cash, check, money order or credit card. We accept Visa, MasterCard and Discover.

Payments can be made online by visiting www.cumberlandhealthcare.com and clicking on the Online Bill Pay icon. Please be advised that payments made by credit card may take 7 to 10 days to be reflected on your account balance.

We do not routinely mail itemized bills. The statement you receive serves as a summary of charges. If you would like an itemized statement, you can request a copy by contacting Patient Financial Services at (715) 822-7224.

If you are unable to pay for your hospital services you can apply for Cumberland Healthcare's Community Care. Applications are available from Cumberland Healthcare's Patient Financial Services, or by calling (715) 822-7224. Eligibility is based on household income, size of the family and the amount of medical debt.

CONTACT US



Cumberland Healthcare's Patient Financial Services is committed to assisting you with questions regarding your medical bill.

You can reach us at (715) 822-7300, Monday through Friday from 7:00 am to 4:30 pm.

