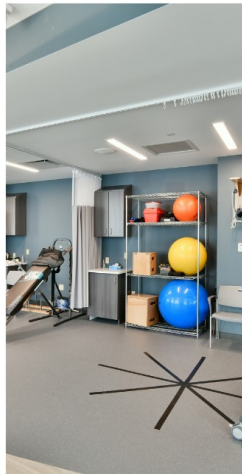


PATIENT GUIDE

Key Information For Your Stay



INSIDE:

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

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DEAR PATIENT

I hope this message finds you well. As we continue to navigate the dynamic landscape of healthcare, I am proud to reflect on the values that have been at the core of our organization from the very beginning.

Cumberland Healthcare is an independent, non-profit, community-based, Critical Access Hospital and Medical Clinic. We are licensed for 25 acute care beds and have a 24-hour emergency department and general surgery. We provide an array of family medicine, rehabilitation services, specialty care services, as well as Laboratory, Imaging, and Therapy services.

At Cumberland Healthcare, we understand that quality care is not just a service we offer; it's a promise we make to those who rely on us. Our journey in healthcare has been marked by a dedication to excellence, compassion, and continuous improvement. We recognize that every interaction and every decision we make contributes to the overall experience each patient has with us.

Quality care, to us, means more than just meeting industry standards and benchmarks or even surpassing them, it means setting them. It means actively listening to the needs of each patient and responding with compassion, understanding, and expertise. It means fostering an environment where our team members are empowered to excel and deliver their best each and every day. It means embracing innovation and staying at the forefront of advancements in healthcare in order to care for our patients and our community to the best of our abilities.

I am confident that each of our patients can feel this difference – a difference that sets us apart as a leader in rural healthcare.

Thank you for choosing us and being an integral part of our mission to make a meaningful impact on the lives of those we serve. Together, we will continue to set the bar high for quality while providing personal care to each and every patient who walks through our doors.

Sincerely,

Emily Dilley
Chief Executive Officer
Cumberland Healthcare





CUMBERLAND HEALTHCARE

MISSION • VISION • VALUES

MISSION

An independent, community-based health system dedicated to providing exceptional quality care.

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

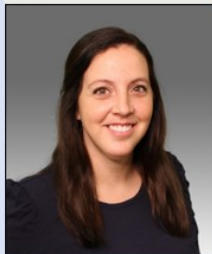




CUMBERLAND HEALTHCARE



Family Medicine Providers



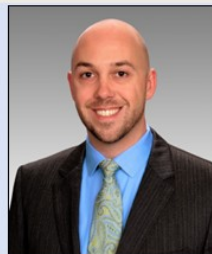
Kimberly Aucoin, MD



Craig Jennings, MD



Thomas Lingen, MD



Tyler Miller, MD



Adam Neter, MD

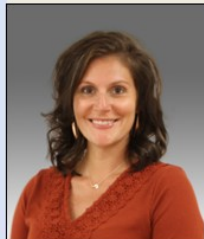


Dustin Stewart, MD

General Surgeon



Amy Bair, MD



Kate Beecroft, FNP-C



Lisa Erickson, DNP



Sarah Farr, FNP-C



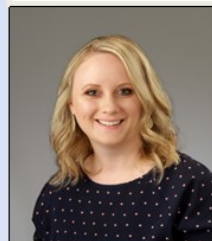
Debb Hallingstad, APNP



Nicole Huber, PA-C

Advanced Practice Providers

Advanced Practice Providers



Sabrina Meddaugh, DNP



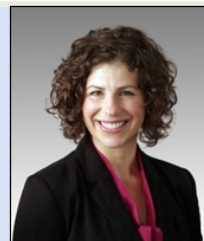
Jennifer Murdza, FNP-BC



Nick Pedersen, PA-C



Ashley Regimbal, DNP



Stefanie Rinehardt, CRNA

Cumberland Healthcare

1705 Sixteenth Avenue
Cumberland, WI 54829
Tel: 715.822.7500

Turtle Lake Center

632 US HWY 8
Turtle Lake, WI 54889
Tel: 715.986.2022

www.cumberlandhealthcare.com



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) 822-7500.

Our services currently include the following specialties:



Aron S. Adkins, MD
Endocrinology
Eau Claire Medical
Clinic
715-839-9280



**D. Brooke Johnson,
MD**
Urology
Western Wisconsin
Urology



Brian N. Pauley, MD
Wound Care
Infinity HealthCare
715-822-7306



Troy L. Berg, MD
Orthopedic Surgery
Sports Medicine
Chippewa Valley
Orthopedics
1-800-322-1747



Ronald H. Lange, MD
Ophthalmology
Chippewa Valley Eye
Clinic
715-234-8444



Evan Peissig, MD
Orthopedic Surgery
Chippewa Valley
Orthopedics & Sports
Medicine
1-800-322-1747



Andrea Cifaldi, DPM
Podiatry
Eau Claire Medical
Clinic
715-834-2788



Chris Longbella, MD
GYN
Women's Health
Eau Claire Medical
Clinic
715-836-9242



Fadi Sabbagh, MD
Pulmonary Medicine
Sleep Medicine
Eau Claire Medical
Center
715-839-9280



Rima DeFatta, MD
DeFatta ENT & Allergy
715-828-2368



Frank LoRusso, MD
GYN
Women's Health
Eau Claire Medical
Clinic
715-836-9242



Mark Southard, MD
Radiology
MXC
715-822-7500



Samuel Elsner, DPM
Podiatry
Foot & Ankle Clinic
800-359-4421



**Gregory J. Mack,
DPM**
Podiatry
Foot & Ankle Clinic
800-359-4421



Jan Stauss, MD
Radiology
MXC
715-822-7500



**Brent Fuerbringer,
DPM**
Podiatry
Foot & Ankle Clinic
800-359-4421



Morgan Mack, DPM
Podiatry
Foot & Ankle Clinic
800-359-4421



Karl Stien, MD
Radiology
MXC
715-822-7500



Peter Hanson, MD
Radiology
MXC
715-822-7500



**Rajesh Maddikunta,
MD, FACC**
Cardiology
Eau Claire Medical
Clinic
715-552-9780



**Kamal Thapar,
MD, PhD**
Neurosurgeon
Wisconsin Brain &
Spine Center
715-832-1700



Eyad Al-Hattab, MD
Oncology
Mayo Clinic Health
System
715-537-6747



J. Clinton Merrick, MD
Merrick Plastic & Hand
Reconstructive Surgery
715-514-2550



**Christopher
Tornehl, MD**
Urology
Western Wisconsin
Urology
715-835-6548



Greg C. Heiler, MD
Pathology
Pathology, SC
715-717-4232



Ben Whittis, MD
Radiology
MXC
715-822-7500



GENERAL INFORMATION

VISITING HOURS

8:00 am—8:00 pm

HARVEST GRILL NUTRITION SERVICES

Cumberland Healthcare promotes patient health and well being by providing healthy food choices and education. We work together to plan, prepare, and serve nutritious food to hospital patients, staff & visitors. The Harvest Grill is a farm-to-table restaurant within a healthcare setting that focuses on offering nutritious, fresh, and locally sourced food options. The cuisine emphasizes various dietary needs such as vegetarian, vegan, gluten-free, heart healthy and diabetic options.

Hospital Mealtimes (+/- 15 min)

Breakfast: 8:00 am

Lunch: 12:00 pm

Dinner: 4:30—5:00 pm

Guests

Guests may order food from the Harvest Grill until 7:00 pm Monday-Friday and from 11:00 am to 2:00 pm Saturday and Sunday.

HOUSEKEEPING / NURSING / ROOM TEMP

We want your stay with us to be as comfortable as possible. For your convenience, please contact us if you have questions or need assistance.

- Housekeeping x7194
 - Maintenance or room temperature adjusting x7283
 - Nursing x7400
-
-



GENERAL INFORMATION

TELEPHONES

All of our patient rooms are equipped with a telephone. To make a local call, dial “9” and the number.

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 5 pm each day. Visitors may enter through the Emergency Department entrance after hours.

SMOKE-FREE ENVIRONMENT

To ensure a healthy and safe environment for our patients, Cumberland Healthcare is a smoke-free campus. Smoking is not allowed on our grounds, which includes the facility, outdoor space, and parking lots.

CORNER BOUTIQUE

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 Corner Boutique is located in the main entrance of Cumberland Healthcare.

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



MAPLE RIDGE PHARMACY



MAPLE RIDGE
P H A R M A C Y

WHERE IS THE PHARMACY?

Maple Ridge Pharmacy is located near the front entrance of Cumberland Healthcare. Along with prescription service, the pharmacy also provides select immunizations that are frequently not covered in the clinic setting but may be fully covered at a pharmacy. These include the RSV, shingles, and tetanus immunizations. No appointment is necessary; you will need to fill out a quick intake form and bring your prescription insurance card.

HOW CAN I FILL PRESCRIPTIONS AT THE PHARMACY?

There are multiple ways to fill prescriptions at the pharmacy, all of which are easy.

Your health care provider can send new prescriptions electronically, fax prescriptions, or call them in to 715-822-7548.

If you have prescriptions at another pharmacy, you won't even need to contact your provider. We can transfer orders from that pharmacy so we can fill them here. Feel free to call 715-822-7548 or come in to start this process. We will need some basic information like your name, date of birth, pharmacy your prescriptions were previously filled, what prescription numbers you need, and insurance information. We can take care of the rest.

WHO CAN USE THE PHARMACY?

The pharmacy is open to everybody – not just patients of Cumberland Healthcare. It is true many of our prescriptions come to treat a patient right after their appointment inside the building, but we can fill prescriptions for you if you see a provider in Amery, Barron, Rice Lake, Turtle Lake, or elsewhere. We can, and we'd be happy to do so. And if your pet has a prescription for a human drug, we can fill that too.

HOW CAN I REFILL PRESCRIPTIONS?

Once you have filled a prescription with us and need a refill, you can call 715-822-7548 and pick option 1 to leave your six-digit prescription number. If you prefer to talk to a staff member, select option 0 and we can help.

For the tech savvy among us, you may also download the RxLocal app on your smart device. Select Maple Ridge Pharmacy as your pharmacy, and you can place refill requests through that platform. Lastly, if you've selected to receive text notifications from us (which will let you know when your prescription is ready), you can communicate refill requests through text.



COMMUNITY WALKING PATH

GENERAL INFORMATION

The Cumberland Healthcare Community Walking Path, located at 1705 Sixteenth Avenue, offers a safe and picturesque environment for individuals of all ages and fitness levels to enjoy outdoor walking. With a commitment to fostering a healthier, more active community, we have invested in creating a space that encourages physical activity and social interaction.

The one-mile walking path winds through beautiful natural surroundings, offering a tranquil escape from the hustle and bustle of daily life, and is now open. Safety is our priority, and the walking path is intended for walkers only.

There are two separate entrance points to the path, one off the employee parking lot and the other gravel parking lot just after the employee entrance. People can use either entrance to access the path; parking is available on a first-come, first-serve basis.



DON'T IGNORE PAIN

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


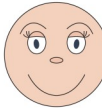
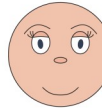
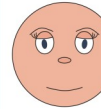
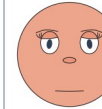
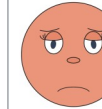
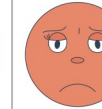
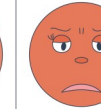
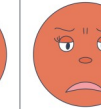


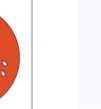
Ask yourself, then share with your healthcare provider:

- 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 medication not working as well as you would like? Speak up. You may need to get more of the current pain medication 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 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**

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

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

3. **Cover your cough or sneeze if you are sick.** If you are sick, limit the spread of germs by sneezing and coughing into tissues and promptly throw away. Avoid touching other people. You may be asked to wear a mask when other people are in your room.

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 causes you pain, or it comes loose or dislodged.

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



Tell friends and 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

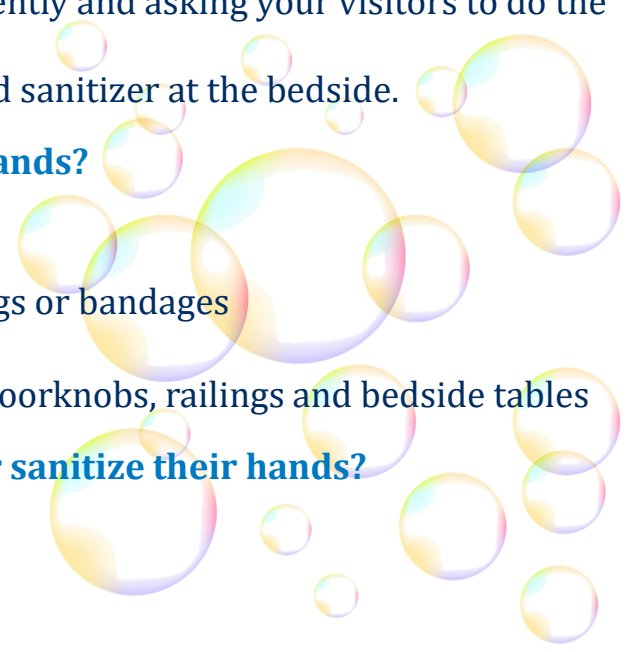
- As a patient, there is always the risk of infection so it is important to use proper handwashing techniques
- Take action by washing your hands frequently and asking your visitors to do the same
- Your care team will provide you with hand sanitizer at the bedside.

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 and exit 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

A. You shall not be discriminated against or denied appropriate hospital care on the basis of sex, race, religious beliefs, ethnicity, culture, language, physical or mental disability, national origin, ancestry, age, disability, sexual orientation, political beliefs, socio-economic status, gender identity, or expression.

- You have the right to considerate and respectful care and to receive adequate treatment, rehabilitation, and educational services appropriate for your condition.

B. You have the right to choose your provider, dentist, or other independent medical practitioners and to know and understand what tests and or treatments the provider is suggesting for you and the potential risks, benefits, possible complications, alternatives and possible outcomes/results.

- You or your legally authorized health care representative have the right to know the name, and telephone number of your provider who has overall responsibility for your care.
- You have the right to be communicated with in a manner that meets your needs is effective for you to understand, is age appropriate, and allows you to fully understand your rights as a patient, your health condition, treatment options, and care needs.
- You or your legally authorized health care representative have the right to be informed by your provider in terms and language that you can understand about procedures, risks, benefits, possible complications, likelihood of meeting your goals, alternatives and possible outcomes prior to your consent for the procedure or medical treatment.
- Interpretation and translation services are available to you as needed.

- You or your legally authorized health care representative have the right to receive information about your medication, including potential side effects and benefits.
 - You or your legally authorized health care representative have the right to be provided with the name and professional status of the individual(s) responsible providing care and authorizing and performing procedures and treatments.
 - You or your legally authorized health care representative have the right to request a different licensed independent practitioner upon admission and throughout the course of care and to have Cumberland Healthcare (CHC) Staff assist with you in obtaining a different licensed independent practitioner as requested.
 - You or your legally authorized health care representative have the right to refuse care, treatment, and services as well as to refuse to participate in experimentation, research, or student involvement in your care or to be photographed, videotaped or audio taped without your consent.
 - You or your legally authorized health care representative have the right to have a family member, friend, or other individual of your choice to be present with you for emotional support during the course of stay unless the individual's presence infringes on others' rights, safety, or is medically or therapeutically contraindicated.
- C. You, your family or your legally authorized health care representative have the right to participate with the health care team in planning your care. The health care team consists of your provider, nursing and ancillary staff and your requested spiritual resource. You have the right to consultation with the Ethics Advisory Team.
- You have the right to participate in conferences with the health care team regarding your plan of care.



YOUR INFORMATION. YOUR RIGHTS. OUR RESPONSIBILITIES.

- You have the right to have your family and provider notified of your admission to CHC.
- You have the right to consent or refuse care, treatment, and services after being informed of the medical benefits and consequences of that decision.
- You have the right to expect continuity of care while at CHC and if your condition suggests that you would benefit from a transfer to another facility, you have the right to consent to or refuse transfer.
- You have the right to participate in decisions regarding end of life care, withdrawing or withholding life sustaining treatments, pain management and organ donation.
- You have the right to our assistance in executing an Advance Directive or living will and to receive information from the hospital regarding CHC's ability and extent to which your advance directive can be honored.
- You have the right to have your spiritual counselor involved in your care
- If you are dying, you have the right to care which includes attention to pain management, spiritual, cultural, social and other concerns related to death and the grieving process.
- You have the right to have your cultural, psychosocial, spiritual and personal beliefs, values and preferences respected.
- You have the right to have access to pastoral and spiritual services.
- You have the right to be informed about the outcomes of care, including unanticipated outcomes.

D. All patients, including children, have the right to have their pain treated.

E. You have the right to privacy and safety while a patient at CHC.

- You have the right to be treated with consideration, respect and with full recognition of the patient's dignity and individuality.
- You have the right to confidentiality of your medical record unless you give written authorization otherwise.
- You have the right to identify persons (family members, your personal representative, provider and spiritual support person) who you want notified of your admission. You can also identify persons who you would not want notified.
- You have the right to privacy.
- You have the right to feel safe.
- You have the right to be free of all forms of abuse or harassment.
- You have the right to access protective and advocacy services.

F. You have several rights regarding your health information:

- Right to receive Cumberland Healthcare's Privacy Notice in a timely manner.
- Right to request restrictions on certain uses and disclosures of health information.
- Right to receive confidential communication of health information.
- Right to access, review and obtain a copy of health information.
- Right to request an amendment to health information.
- Right to receive an accounting of disclosure of health information
- Right to file a complaint with Cumberland Healthcare and with the Federal Department of Health and Human Services if you believe your privacy rights have been violated.



YOUR INFORMATION. YOUR RIGHTS. OUR RESPONSIBILITIES.

- G. You have the right to understand your bill.
 - You or your legally authorized health care representative have the right to receive upon request, an itemized and detailed bill of services rendered during your visit to the hospital.
 - You or your legally authorized health care representative have the right to request financial assistance through the financial counselor.

- H. You or your legally authorized health care representative have the right to share with us any suggestions or concerns you have about the care and services during your visit without being subject to coercion, discrimination, reprisal, or unreasonable interruption of care.
 - You or your legally authorized health care representative have the right to speak with the hospital President/CEO, department director or manager, any staff member, or any member of the Ethics Advisory Team you feel comfortable with regarding your care and services.
 - Should you or your legally authorized health care representative have any unresolved concerns regarding your care and feel you need assistance resolving your concern, you have the right to contact:

Division of Quality Assurance	Kepro	The Joint Commission
Department of Health Services PO Box 2969 Madison WI 53701-2969	5700 Lombardo Center Dr. Suite 100 Seven Hills OH 44131	Office of Quality Monitoring One Renaissance BLVD Oakbrook Terrace, IL 60181
Phone (608) 267-7185	1-800-385-5080	Phone 1-800-994-6610

- I. You have the right to receive your care in the least restrictive environment, which includes being free of physical or chemical restraints, unless you are at risk for harming yourself or others.

- J. You have the right to unlimited contact with visitors and others. Upon provider discretion this may be revoked at any time. This includes the right to receive the visitors designated by the patient, including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend. You also have the right to withdraw or deny such consent at any time.
- K. You have the right to choose with whom with you communicate.
- L. You have the right to give or withhold informed consent to produce or use recordings, films, or other images of you for purposes other than your care.

PATIENT RESPONSIBILITIES:

- A. Every patient is responsible for participating in planning their care.
- B. Every patient is responsible for questioning any of us if you do not understand any aspect of our care or service.
- C. Every patient is responsible for following hospital rules that affect patient care and conduct.
- D. Every patient is responsible for giving us accurate information regarding your medical history, the existence of advance directives or living wills and information regarding your wishes for organ donation.
- E. You and your family are responsible for honoring the confidentiality and privacy of other patients.

Pediatric Patients:

- A. Children will not be subjected to medical treatment without consent from a legal representative except in the event of an emergency or as the law allows.
- B. Children have the right during their hospital stay for educational opportunities and to play as is appropriate for the developmental and chronological age and medical condition.
- C. Parents have the responsibility to make staff aware of any visitors who should not be allowed to visit the child.
- D. Parents have the responsibility to help assure the safety of the child.



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 medicines 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
Cumberland Healthcare's 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 promptly.

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 the Cumberland Healthcare website www.cumberlandhealthcare.com, click 'Online Bill Pay'. 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 serves as a summary of charges. If you would like an itemized statement, you can request a copy by contacting Patient Financial Services at 715-822-7100 x3227.

If you cannot pay for your hospital services, you can apply for Cumberland Healthcare's Community Care. Applications are available from Cumberland Healthcare's Patient Financial Services Department, or by calling 715-822-7100 x3227. Eligibility is based on household income, size of the family.

Notices of the availability of Financial Assistance will be given to all patients upon request. No one will be denied access to services due to their inability to pay, and a discounted/sliding fee schedule is available. If you would like a copy of our Financial Assistance Policy or application mailed to you, please call us at 715-822-7100 x3227, or you can pick up a copy at the hospital business office.

CONTACT US



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

You can reach us at 715-822-7100 x3227, Monday through Friday from 7:00 am to 4:30 pm.

