



## Welcome

At UW Health at The American Center, our sole purpose is to give you and your family the kind of health care we'd like our own loved ones to receive.

UW Health at The American Center offers a new opportunity to deliver care focused on you and your family's needs, backed by the world-class physicians, nurses and associates of UW Health. We view health care as a partnership among patients, families and care providers, and we look forward to partnering with you in health and wellness.

Our goal is always to exceed your expectations. Please feel free to contact me anytime at (608) 332-4213 if an issue arises or to suggest how we can make your health care experience better.

After your visit you may receive a patient satisfaction survey in the mail asking you to evaluate your care. I ask you to complete this survey, as your feedback will help us improve.

Thank you for choosing UW Health at The American Center. It is a privilege to care for you and your family.

Sincerely,

A handwritten signature in black ink that reads "John C. Sheehan". The signature is written in a cursive, flowing style.

John C. Sheehan, FACHE  
President, UW Health at The American Center  
Senior Vice President, UW Health  
4602 Eastpark Blvd., Madison, WI 53718

Office: (608) 890-5559 • Mobile: (608) 332-4213  
JSheehan@uwhealth.org



# Guest Services

## *UW Health at The American Center*

Our guest services associates are committed to making your experience as safe and pleasant as possible. Please stop by the Information Desk, located near the Main Entrance, or call (608) 440-6242 for assistance.

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### Need a Little Extra Help?

We are here to help with anything to make your experience a little easier, such as pushing a wheelchair to helping you find your destination. Look for associates and volunteers wearing red shirts, jackets or blazers.

### Parking, Valet Service and Transportation



#### Parking

Free parking is available in the parking ramp and surface lot.

#### Valet Service

Free valet service is available at the Main Entrance Monday-Friday, 6 am-4 pm, for all patients and guests in need of mobility assistance of any kind. To reduce wait times for patient and guests who are dependent upon valet services, please self-park if physically able. After hours, keys can be retrieved from the Information Desk.

#### Alternative Transportation

Madison Metro Bus Service: Madison Metro Bus 26 stops in front of UW Health at The American Center. For the full route and schedule, please visit [cityofmadison.com/metro/schedules](http://cityofmadison.com/metro/schedules)

### ATM

An ATM is available in the hospitality center, located on the 1st floor.

### Food and Beverage



#### Room Service for Patients and Families

We are pleased to offer many seasonal, flavorful and healthy options for our patients and families via room service.

Patients, family and guests can order room service, 6:30 am-7 pm. Simply place your order with your patient care technician or nurse. Your meal will be prepared and delivered to your room within an hour. Menu options are listed in a room service menu, located in your room.

### American Bistro Restaurant

American Bistro, located on the 2nd floor, features a full selection of entrées, soups, salad bar, desserts, hot and cold sandwiches, ethnic cuisine, grab 'n go foods, and snacks. There are also indoor and outdoor seating areas. The American Bistro is open Monday-Friday, 6:30 am-7 pm; Saturday-Sunday, 7 am-6 pm.

### Beans 'n Cream Coffee Shop

Beans 'n Cream, located on the 1st floor near the Hospital Entrance, offers a variety of coffee specialties and locally sourced, organic centered treats. Beans 'n Cream is open Monday-Friday, 6 am-2 pm; Saturdays, 7 am-noon.

### Gift Shop



The gift shop, located on the 1st floor, carries a selection of greeting cards, balloons, fresh-cut flowers and plants, gift items, jewelry, games, and more for yourself or your loved one. The gift shop is open Monday-Friday, 9 am-5:30 pm; and Saturday-Sunday, 10 am-4 pm. You can also browse and order gifts online at [uwhealth.org/onlineservices/flowersandgifts](http://uwhealth.org/onlineservices/flowersandgifts)

### Pharmacy



Don't make a special trip to a pharmacy. Stop at the UW Health at The American Center pharmacy, located on the 1st floor, and pick up prescriptions and over-the-counter medications. The pharmacy is open Monday-Friday, 8:30 am-5 pm; Saturday-Sunday, 9 am-1 pm.



## Hotel Information and Reservations



Guest services would be happy to help you find hotel accommodations if needed. Discounts are available for patients and families at hotels in the immediate area. Reservations must be made through Guest Services to receive the special, reduced rates. For reservations, call guest services, Monday-Friday, 7 am-11 pm, (608) 263-0315.

## Access and Charging Stations

### Free WiFi Access



Connect your smartphone, tablet or laptop to UW Health's free WiFi network as a complimentary service for patients, families and visitors. If you need help accessing free WiFi, please ask for assistance at the Information Desk.

### Charging Stations



If your electronic device is running low on power, you can recharge your battery at charging stations, located in the American Bistro restaurant, the Emergency Department (ED) and Surgical Waiting Area near the Main Entrance.

## Smoke- and Tobacco-Free Environment



Every day, we treat illnesses caused by smoking and tobacco. For the well-being of our patients and families, smoking, smokeless tobacco and the use of mechanical or electronic cigarettes are not allowed. For more information, visit [uwhealth.org/tobaccofree](http://uwhealth.org/tobaccofree)

## Mindfulness Space and Emotional Health

### Meditation Area

The meditation area, located on the 1st floor, is open to everyone for meditation, private prayer and worship.

### Walking Routes

Getting some fresh air can often lift your mental, physical and emotional well-being. There are many walking routes and paths around the American Parkway.

## Stay Connected with Family and Friends

### CarePages

UW Health patients and families can create a CarePage so friends and loved ones can be kept up-to-date on your condition and provide emotional support. Go to [uwhealth.org](http://uwhealth.org) to create your free, personalized, web-based CarePage.

*For more information about the services available, please see the UW Health Patient Guide at [uwhealth.org/patientguides](http://uwhealth.org/patientguides)*

# Patient Rights and Responsibilities

*Our goal is to provide you with the safest, highest quality care possible.  
It is important that you are aware of your rights.*

Please discuss any concerns regarding your medical care and treatment with your physicians and nurses. If you feel your concerns are not addressed, please contact Patient Relations at [patientrelations@uwhealth.org](mailto:patientrelations@uwhealth.org), (608) 263-8009.

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## As a patient, you have the right to:

### Treatment without discrimination

1. Receive care and treatment regardless of race, color, national origin, ancestry, age, sex, gender, sexual orientation, gender identity, disability, creed, religion, marital status, newborn status, military status, or source of payment
2. Receive emergency treatment even if you cannot pay
3. Receive care at UW Health and will not be transferred to another facility, except in some emergencies, unless you are told the reason for the transfer, and another hospital has agreed to accept you as a patient and provide continuing medical care for you

### Respect, confidentiality and personal dignity

1. Be treated with respect and courtesy in an environment free from all forms of abuse and harassment
2. Privacy during your treatment, so you are not seen or overheard during your treatment by people not involved in your care
3. Have health care information treated as private and confidential. Details of your condition and treatment will not be shared except with those who are allowed to receive the information. To aid in your care when you are seeing health care professionals in more than one organization, health information that UW Hospitals and Clinics stores electronically is also available to other health care providers associated with UW Health. Other settings include, but are not limited to, some University Community Clinics, Group Health Cooperative, UW Medical Foundation Physician's Clinics and UnityPoint Health-Meriter
4. Request restrictions according to federal law (HIPAA) on certain uses and disclosures of your health information
5. Request how and where we communicate with you outside of the hospital and clinics

### Information you can understand

1. Know about hospital policies and procedures
2. Receive help from interpreters or use adaptive equipment if you speak limited English or are deaf or hard of hearing
3. Receive complete information on your condition, treatment plan and outlook for recovery
4. Have your health status explained to you and encourage you to participate in planning your care and treatment, including managing your pain

## Participation in decisions about your care

1. Request a limit on the number of medical students and residents involved in your care. If you wish to limit the involvement of resident physicians or medical students with your care, please speak with your doctor. Your request will be honored to the extent possible, if doing so will not negatively affect your care, treatment or services
2. Complete a Power of Attorney for Healthcare or Living Will (known as Advance Directives) if you are at least 18 years old. These legal documents tell us your wishes for future health care; the POA for Healthcare also allows you to appoint someone to make your health care decisions if you should become unable to do so. It is our policy to follow Advance Directives to the extent permitted by law
3. Identify a support person to be involved in care, treatment decisions and services (to the extent authorized by the patient)
4. Be involved in decisions about your health care and to agree to treatment before it is given, except in emergencies. When you are asked to agree to treatment, you will be told about your condition; the planned procedures or treatment; alternative treatments; the risks and side effects; what could happen if you don't get treatment for your condition; and how likely it is to be successful
5. Choose not to be treated. Your doctor will tell you what could happen if you don't get treatment. You are responsible for the results if you choose not to be treated or if you do not follow your doctor's instructions
6. Be informed about the outcomes of your care, including unexpected outcomes
7. Refuse to participate in research and experimental treatment
8. Participate in discussion of ethical issues related to your care. Such issues might include not starting or stopping life-sustaining medical treatment and questions about research or clinical trials you might be involved in. To talk with someone from the hospital's ethics committee, call Patient Relations at (608) 263-8009

## Care that supports you and your family

1. Have staff tell a family member and your personal physician, upon admission to the hospital
2. Be told the name of the physician or other professional responsible for your care
3. Decide who may or may not visit you, upon admission to the hospital

4. Provide care that meets your emotional, spiritual and cultural needs. You may perform cultural or spiritual practices as long as they do not harm others or interfere with medical treatment
5. Access to protective services, such as guardianship, when needed
6. Receive care in a safe setting
7. Receive medical treatment without seclusion or restraints unless your medical condition requires it, or it is necessary because of aggressive or violent behavior
8. Be partners with hospital staff to assess and manage your pain

### Access to your billing and medical records

1. Have access to your medical and billing records
2. Request copies of your medical records in a reasonable time at a reasonable cost
3. Receive a copy of your bill showing charges for each service received
4. Request a correction of your medical record (HIPAA) and challenge the accuracy of your billing records
5. Request an accounting of the disclosure of your health care information
6. Prevent your medical record from being used for research purposes
7. Receive information about the hospital's Community Care program that provides financial assistance to patients who qualify. Call (608) 262-2221 or (866) 841-8535 toll free

### You can help us provide you with the best possible care by following through on these responsibilities. You have the responsibility to:

1. Follow hospital rules and regulations
2. Respect the rights of other patients, families, visitors and staff
3. Provide accurate and complete information to your medical team about your health and health care
4. Ask for more information if you do not understand your illness or treatment
5. Work actively with your caregivers to implement your treatment plan
6. Report any changes in your condition after discharge
7. Provide accurate health insurance information or contact our billing office to arrange payment for services provided
8. Keep your medical appointments or notify your clinic well in advance if you are unable to do so
9. Treat health care providers, employees and other patients with respect

### If you have concerns about your patient care, you can file a complaint:

- Patient Relations, 600 Highland Ave., G7/210, Madison, WI 53792-2460, patientrelations@uwhealth.org, (608) 263-8009. Complaints will be reviewed promptly and resolved within 7 to 15 business days when possible.

### You can also file a complaint with:

- The State of Wisconsin, Department of Health & Family Services, Division of Quality Assurance, Bureau of Health Services, P.O. Box 2969, Madison, WI 53701-2969  
Phone: (800) 642-6552
- The Joint Commission, Office of Quality Monitoring, One Renaissance Blvd., Oakbrook Terrace, IL 60181  
Phone: (800) 994-6610 Fax: (630) 792-5636  
Email: patientsafetyreport@jointcommission.org
- If you are a Medicare patient and have a quality of care complaint or think you are being discharged from the hospital too soon, you can file an appeal with KEPRO, the Wisconsin Quality Improvement Organization at (855) 408-8557
- You can file a formal service delivery discrimination complaint at:
  - Department of Health Services, Civil Rights Compliance  
ATTN: Attorney Pamela McGillivray  
1 West Wilson St., Room 651, P.O. Box 7850  
Madison, WI 53707-7850  
Phone: (608) 266-1258,  
Fax: (608) 267-1434, TTY: 1-800-947-3529  
Email: DHSCRC@dhs.wisconsin.gov  
dhs.wisconsin.gov/civil-rights
  - U.S. Department of Health and Human Services, Director, Office for Civil Rights, Room 509F, HHH Bldg., 200 Independence Ave. S.W., Washington, D.C. 20201 Phone: (202) 619-0403 TTY/TDD: (202) 619-3257
  - Office for Civil Rights, U.S. Department of Health and Human Services  
233 N. Michigan Ave., Ste. 240, Chicago, IL 60601  
Customer Response Center (800) 368-1019  
Fax (202) 619-3818, TDD (800) 537-7697
- You can file a laboratory test complaint at:
  - Centers for Medicare & Medicaid Services (CMS) Central Office, Division of Laboratory Services (CLIA), toll free (877) 267-2323 extension 63531
  - College of American Pathologists (CAP), toll free (866) 236-7212

### Language Assistance

If you speak a language other than English, language assistance services are available to you free of charge. Call (608) 262-9000. UW Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

Atención: Si usted habla Español, tenemos disponible para usted servicios de asistencia de idioma gratuitos. Llame al (608) 262-9000. UW Health cumple con todas las leyes federales de derechos civiles aplicables y no discrimina en base a raza, color, nacionalidad u origen, edad, discapacidad o género.

CEEB TOOM: Yog hais tias koj hais lus Hmoob, kev pab cuam hom lus, dawb, muaj pab rau koj. Hu (608) 262-9000. UW Health muaj feem xyuam txog ntawm pej xeem txoj cai tsoom fww teb chaws thiab tsis cais ib haiv neeg twg, xim, keeb kwrm teb chaws, hnuv nyoog, mob xiam oob qhab los yog poj niam lossis yog txiv neej.

# Summary of the Notice of Privacy Practices

*Please refer to the notice form for a complete description of the privacy practices summarized below*

## What is Health Information

Whenever a UW Health care provider treats you, health information is created. Health information may be written, spoken or electronic.

## UW Health Care Providers: Organizations That Handle Health Information

Any UW Health care provider you visit follows the same privacy practices when handling your health information.

## The Law Permits UW Health Care Providers to Use or Disclose Health Information for These Routine Activities:

- Treatment
- Payment
- Health Care Operations
- Appointment Reminders/Communications

## Examples of Permitted Uses and Disclosures of Health Information:

- Public health activities
- Some research activities
- Some fundraising and marketing activities
- Uses and disclosures permitted or required by law

## Activities You Can Object To

In many circumstances, you may have the chance to object before UW Health does the following:

- Disclose information to family members, friends or others involved in your care
- Disclose your name, room number, condition or religion in a directory available to visitors (this situation would only arise if you were an inpatient)

## Activities that Require Your Written Permission (Authorization)

If UW Health care providers need to use or disclose your health information for other purposes, we must first receive your written authorization.

## Your Patient Privacy Rights

You have the right to

- Request how we contact you
- Inspect and receive a copy of your medical and billing records
- Request corrections to your medical and billing records
- Receive an accounting (list) of certain disclosures
- Receive a paper copy of the UW Health Care Providers Notice of Privacy Practices. You can get a current Notice form at any UW Health registration desk
- Request restrictions on uses and disclosures of your health information. (We may not be able to grant requests beyond what the law requires.)



## **Contact and Complaint Information**

If you have any questions or concerns regarding the information in this notice please contact:

Patient Relations  
600 Highland Ave.  
Madison, WI 53792-2460  
(608) 263-8009

If you believe UW Health care providers have violated your privacy rights, you may call the Department of Patient Relations and discuss your concerns. If you are not satisfied with the outcome, you may file a written complaint with the Department of Patient Relations. In addition, you may also file a complaint with the Secretary of the Federal Department of Health and Human Services (DHHS Secretary). If you file a complaint, you will in no way be punished, threatened, harassed, retaliated against or subjected to any other negative consequences.

# UW Health Pharmacy Services

*Our pharmacists and staff are dedicated to personalized patient care so you can see successful results from your medicines and ultimately feel your best.*

## **Your Health and Safety are our Priority**

UW Health Pharmacy Services is committed to you and your health. Our pharmacists work closely with physicians and other health care professionals so you receive the best, personalized care possible. We offer interpreter services for more than 100 languages at no cost to you.

## **Low-Cost Generics**

It's important to keep an eye out for the best deals—even with your medications. We have more than 200 low-cost generic medications. Ask if our low-cost 30-day (\$9.99) or 90-day (\$11.99 which averages out to \$4/month) generic program is right for you.

## **Tasty Flavors— From Bitter to Better**

Let's make medicine time easier for everyone. Poor-tasting prescription and non-prescription medicines can be changed into better tasting flavors such as apple, banana cream, strawberry, watermelon and many other flavors. Adding a flavor doesn't affect the stability or effectiveness of medication, but it tastes much better. This service is free for all ages.

## **Vaccines**

Prevention is the best defense against illness. UW Health Pharmacy Services can help you and your family stay healthy. Our pharmacists administer vaccines to help you avoid illness. Ask the pharmacy staff for more information about vaccinations.

## **Senior Care Services**

Every Wednesday is Senior Discount Day. Seniors, ages 65 and older, receive a 20 percent discount on over-the-counter products.

As we age, our bodies begin to process medications differently; our pharmacists are trained in medications commonly used by seniors and older adults.

We also offer several health screening programs to help you maintain good health as well as provide shingles and whooping cough vaccines.

## **Home Delivery**

We can save you a trip to the pharmacy with home delivery to the Madison, Fitchburg, Monona, and Middleton area if you qualify. Call the pharmacy for more details.

Customers who sign up for home delivery receive the same care and service as customers who pick up their medications in any of our pharmacies.

## **Free Mail-Order Delivery**

UW Health can deliver medications by mail. This free service includes special stay-cool packaging for medicines that need refrigeration. Please call 1-866-UWH-DRUG (1-866-894-3784) or talk with our pharmacy staff for more details and to see if you qualify.

## **Specialty Services**

Our pharmacists are specially trained to handle medications for pediatrics, transplant, cancer, growth hormone, rheumatoid arthritis, hepatitis, heart disease, diabetes, respiratory conditions and many more.



## **UW Health Pharmacy Services**

1 S. Park Clinic Pharmacy  
1 S. Park St.  
(608) 287-2400

Union Corners Pharmacy  
2402 Winnebago Street  
(608) 242-6862

1102 S. Park St. Pharmacy  
1102 South Park St.  
(608) 287-5885

University Hospital Outpatient Pharmacy  
600 Highland Ave.  
(608) 263-1280

American Family Children's Hospital Pharmacy  
1675 Highland Ave.  
(608) 890-7899

University Station Remote Dispensing Site  
2880 Univ. Ave.  
(608) 263-9393

East Clinic Pharmacy  
5249 E. Terrace Dr.  
(608) 265-1650

UW Health at The American Center Pharmacy  
4602 Eastpark Blvd.  
(608) 240-4265

Erdman Remote Dispensing Site  
2202 S. Park Street  
(608) 230-7450

UW Specialty Mail Service Pharmacy  
5249 E. Terrace Dr.  
(608) 263-1292

Evjue Clinic Pharmacy  
3434 East Washington Ave.  
(608) 204-2680

West Clinic Pharmacy  
451 Junction Rd.  
(608) 265-7070

Northeast Family Medical Center Pharmacy  
3209 Dryden Dr.  
(608) 241-9638

West Towne Clinic Pharmacy  
7102 Mineral Point Rd.  
(608) 828-7688

Oncology Pharmacy  
600 Highland Ave.  
(608) 263-7025

**For pharmacy hours, visit [uwhealth.org/pharmacy](https://www.uwhealth.org/pharmacy)**

# Understanding Your Patient Records, Insurance and Billing

## Requesting medical records

You may request copies of your UW Health medical records, radiology images and pathology reports and slides. For more information, visit [uwhealth.org](http://uwhealth.org)

## Understanding your UW Health bills

UW Health will review your health insurance coverage, including any insurance requirements for preauthorization or notification, and submit claims to your health insurance on your behalf. After your insurance company has processed the claim and paid its portion, you will be responsible for the remaining balance. If you have questions about your health insurance coverage, your visit, or to discuss payment options or financial assistance, please call (608) 263-8770 to speak with a financial counselor.

The hospital and its associated clinics and our physician group and its associated clinics have separate billing regulatory requirements.

Your bill may list professional services and hospital/clinic services separately:

- Professional charges are for services provided by physicians, physician assistants and nurse practitioners
- Hospital/clinic charges are for supplies, services and facility costs that may be part of your care

Depending on your insurance plan, you may be subject to different out-of-pocket costs when treated at a hospital-based clinic. Some insurers pay hospital/clinic charges differently than professional charges. Please review your benefits handbook.

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## Hospital-Based Clinics

- 1 S. Park Clinic: Hand and Upper Extremity Rehabilitation; Lymphedema and Venous Edema; 1 S. Park St.
- American Family Children's Hospital, 600 Highland Ave.
- Digestive Health Center, 750 University Row
- East Clinic, 5249 E. Terrace Dr.
- Kidney Clinic, 3034 Fish Hatchery Rd.
- Oakwood Village Clinic, 6209 Mineral Point Rd.
- Orthopedic Physical Therapy, Yahara Clinic, 1050 E. Broadway
- Orthotics Clinic, 6220 University Ave., Middleton
- Pain Management Clinic, 1102 S. Park St.
- Rehabilitation Clinic, 6630 University Ave., Middleton
- Rehabilitation Hospital, 5115 N. Biltmore Ln.
- Research Park Clinic, 621 Science Dr.
- Union Corners Physical Therapy Clinic, 2402 Winnebago St.
- University Hospital, 600 Highland Ave.
- University Station Clinic, 2880 University Ave.
- UW Health at The American Center, 4602 Eastpark Blvd.
- Waisman Center, 1500 Highland Ave.
- West Clinic, 451 Junction Rd.
- Yahara Clinic: Dizziness and Balance Rehabilitation; Lymphedema; and Orthopedic Physical Therapy, 1050 East Broadway



## **Frequently Asked Billing Questions**

### **What is covered by my health insurance policy?**

Every health insurance policy is different. The best way to find out what your health insurance will cover is to contact your insurance company. It is important to find out if you will have to pay part of the bill (a deductible and/or co-payments or coinsurance). Patients are responsible for knowing what their insurance covers.

### **Can I find out how much my services will cost?**

UW Health offers a service called UW Health Priceline. You may call (608) 263-1507 and ask for a price estimate. Please note that you will be given a price range, rather than a specific estimate, as the final charges are based on a variety of factors related to the clinical service provided, the diagnoses associated with those services, supplies used, etc.

### **How do co-payments work?**

You are responsible for paying your co-payment when you check in at your appointment. We will bill you if you do not pay at your appointment.

### **How can I be sure that I get the best coverage possible under my insurance policy?**

Some health insurance policies require you to get a referral from your doctor before you get certain services. Some also require you to tell your health insurance company after you have received emergency care, usually within a very short time of receiving that care. Please contact your health insurance company to find out how to receive the best possible coverage.

### **How do I file a health insurance claim?**

Because forms can be complex and confusing, we will file claims for you. To do this we need your correct insurance information. Please let us know as soon as possible if you change health insurance or if you move.

### **How will my insurance company handle payment?**

In Wisconsin, your insurance company must pay for covered services within 30 days of billing. We will allow up to 45 days for your insurer to pay us. If your insurance does not pay in that time, we will bill you. When you receive your bill, you are responsible for paying any charges not covered by your insurance. If you are unable to make a full payment, arrangements can be made. Please call the telephone number shown on your bill if you have any questions about payment or need assistance. We file your insurance claim as a courtesy and allow sufficient time for insurance payment. In the end, you are responsible for your health care charges if your insurer does not pay.

### **Can my insurance company pay UW Health directly?**

Yes. If your health insurance company does not pay us directly, you must pay us immediately upon receiving your insurance payment or receiving a bill from us.

### **What if I do not have health insurance?**

If you do not have insurance, payment is due upon receiving your bill, unless you make other arrangements with us. To do so, call the telephone number shown on your bill. We will be happy to work with you to find satisfactory payment options.

### **Can I pay my bill online?**

Yes. You may view options for paying your bill online at [uwhealth.org/paperless](http://uwhealth.org/paperless). You may either pay through MyChart, a secure online website that allows you to receive and pay your bills as well as view portions of your UW Health medical record, receive test results, etc., or make a one-time payment.

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## **Our Patient Account Representatives Are Here to Help**

Our team of patient account representatives will help you understand and manage your UW Health bills. If you have questions, we are happy to help answer them. Feel free to call, write or visit. If you send written correspondence, please include the account number shown on your billing statement.

UW Health Patient Business Services  
7974 UW Health Court  
Middleton, WI 53562  
(608) 829-5217, (877) 565-0505

# Rapid Response Team

## *Our Rapid Response Team*

At UW Health, we strive to ensure the safety of our patients. As part of this effort, we created a Rapid Response Team. When a patient has an emergency or change in condition that requires the attention of a health care provider, our Rapid Response Team quickly meets the needs of the patient.

Reasons for calling the Rapid Response Team include:

- High or low blood pressure
- High or low heart rate
- Problems breathing
- Chest pain
- Facial droop, arm or leg weakness, problems speaking
- Unable to waken
- Any time the family or nurse is concerned about the patient's condition
- New or increased confusion

### **Family Role in the Rapid Response Team**

As family members, you play a special role in the care your loved one receives. Please tell nursing staff when you feel there is a change in your loved one's condition. You know your loved one best, so you may be the first to notice a change.

Please talk with us on a regular basis about the care of your loved one. This is even more important when patients are not able to speak for themselves.

Be involved in the plan of care for your loved one. Share concerns and provide feedback about the plan of care.

Ask questions and speak up about a test, procedure or medicines.