

Patient Information Guide

Architectural rendering of the new Provena Saint Joseph Medical Center, coming in 2010.



PROVENA
Saint Joseph Medical Center

WE ARE BUILDING **EXCELLENCE**

333 North Madison Street • Joliet, Illinois 60435
(815) 725-7133 • www.provenasaintjoe.com

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Welcome from the President

Welcome to Provena Saint Joseph Medical Center. Spending time with us may not be something you planned, but while you are here, you're more than our patient - you're our guest. Of course, we're here to do whatever is medically possible to expedite your recovery. Our wholistic approach to care means we are in touch with and responsive to your physical, emotional and spiritual needs. We are dedicated to serving you as an individual who deserves our attention, kindness and courtesy. Serving you is our utmost priority.



This handbook is intended to make your stay at Provena Saint Joseph Medical Center more satisfactory by providing you with useful information. We hope you will provide us with feedback if you have suggestions. We are committed to providing you with the best medical care possible, with exceptional service, and surroundings that are the foundation for a true healing environment.

A handwritten signature in dark ink that reads "Jeffrey L. Brickman". The signature is written in a cursive, flowing style.

Jeffrey L. Brickman
President and CEO



Mission, Vision, and Values

M Our Mission

Provena Health, a Catholic health system, builds communities of healing and hope by compassionately responding to human need in the spirit of Jesus Christ.

V Our Vision

Provena Health providers are known for clinical and service excellence, and are the preferred choice based on responsiveness to community needs, quality, value, and innovation.

V Our Values

Building on the faith and heritage of our founding religious congregations, we commit ourselves to these values that flow from our mission and our identity as a Catholic healthcare ministry.

Respect - *We affirm the individuality of each person through fairness, dignity, and compassion.*

Integrity - *We demonstrate the courage to speak and act honestly to build trust.*

Stewardship - *We use our human and economic resources responsibly, with a special concern for the poor and vulnerable.*

Excellence - *We achieve exceptional performance through continuous growth and development.*

Patient Bill of Rights

It is your right as a patient to*:

1. Be treated with courtesy, respect, consideration, and dignity by those who provide health care services to you.
2. Be given appropriate and professional quality health care services without discrimination against your race, creed, color, religion, gender, national origin, handicap, or age.
3. Be given proper identification by name and title of everyone who provides health care services to you.
4. Expect that the Medical Center will make reasonable efforts to obtain an interpreter if you do not speak English.
5. Expect that the Medical Center will make reasonable attempts to obtain an interpreter if you are hearing impaired.
6. Be given access to the Medical Center's professional clinical pastoral care services to assess and meet spiritual needs regardless of religious persuasion.
7. Be given adequate and appropriate information so you will be able to give informed consent for your treatment prior to the start of any non-emergent treatment.
8. Be given adequate and appropriate information concerning your non-emergency current diagnosis, treatment, alternatives, risks and prognosis as required by your physician's legal duty to disclose, in terms of language you can reasonably be expected to understand.
9. Be given access to the Medical Center Ethics Committee and/or members when you or a legally designated surrogate decision maker encounter ethical concerns related to a medical issue and a report of the results of your inquiry.
10. Access protective services for yourself or at the bequest of a legally designated decision maker.
11. Be given sufficient information to formulate advance directives and/or appoint a surrogate to make health care decisions for you to the extent permitted by law.
12. Refuse treatment to the extent permitted by law and the Medical Center's Mission and Philosophy. Be given information concerning the consequences of refusing treatment or not complying with therapy.

13. Be given information about your rights and responsibilities for receiving healthcare services. Be given information of the health care provider policies and procedures, charges for services, and your eligibility for third party reimbursement.
14. Voice grievance with and/or suggest change in healthcare services and/or staff without being threatened, restrained, or discriminated.
15. Be advised if the Medical Center proposes that you voluntarily engage in or perform human experimentation or other research/educational projects affecting your cure or treatment.
16. Receive personal and privacy information, within the law.
17. Receive a reasonable response to your request for services.
18. Receive evaluation, service, and/or referral as indicated by the urgency of your case.
19. Be transferred when medically permissible to another facility only after you have received complete information and explanation concerning the reasons for and alternatives to such a transfer, provided that the health service to which you will be transferred first accepted you as a patient for transfer.
20. Be given appropriate instruction or education from health care personnel as needed.
21. Be an active participant in the development and evaluation of your continuous healthcare plan.
22. Expect that the Medical Center will provide a mechanism whereby you are informed by your physician or delegate of your continuing health care requirements following discharge.
23. Have a copy of your complete medical record available to you or your delegate within a reasonable period of time from discharge in non-emergent cases.

****NOTE: These rights may not apply to mental health patients.***

It is your responsibility as a patient to:

1. Treat all who provide health care services to you, as well as other patients and visitors, with courtesy, respect, consideration, and dignity.
2. Give accurate and complete information concerning your past illnesses, hospitalization, medications, allergies, and other pertinent information.

3. Request further information concerning anything you do not understand.
4. Give information regarding concerns and problems you have to a health care provider staff member.
5. Assist in maintaining an environment conducive to healing.
6. Participate in your own health care by following instructions and medical advice. Inform your health care provider when you are not able to keep your health care visit.
7. Cooperate and assist in making discharge plans in a responsible and timely manner.
8. Arrange for timely payment for services rendered.

Admission to Provena Saint Joseph Medical Center

Your Admission:

When you come to the hospital as a patient, admission is usually prearranged by your physician. Check-in time on the day of your arrival is dependent upon the scheduled procedure and is determined by your physician. Emergency patients are, of course, admitted at any hour. It may be helpful to call the Admitting office on the morning of your admission to make sure you are properly scheduled. Admitting can be reached at 815-741-7557.

Upon arrival, please go to the Patient Registration area. At that time, you or a person legally responsible in your name is required to complete any necessary forms and make your financial arrangements. Remember to bring your medical insurance card.

What to Bring

Patients should bring a robe, slippers and personal toiletry items, ie: toothbrush, toothpaste, shaving supplies, etc. If these items are provided by the Medical Center, the patient's account will be charged. Please keep all valuables at home. If this is not possible, please contact your nurse to have valuable items placed in the Medical Center safe.

Patient Safety

Identification

Your safety is our number one priority. When you are admitted to the hospital, a wristband is created that contains important information about you. Our staff will use this information to identify you every time we are administering any medication, treatment or test. Check this band to make sure the information is correct and wear it at all times during your hospital stay. Be sure to let your caregiver know if it needs to be replaced due to damage, if you're unable to read the lettering, or if it has been removed for any reason. Everyone providing care to you during your stay will be wearing a Provena Saint Joseph Medical Center identification badge, which includes the employee's photograph, name and job title.

Hand Washing

Washing hands is the single most effective method of preventing the transmission of infection. You should expect your caregivers to wash their hands before contact with you. Since you are part of the healthcare team, don't hesitate to remind your caregivers to wash their hands before providing care.

It is important for patients and visitors to wash their hands frequently while in the hospital. Use soap and water, or if there is no visible material on your hands, use the hand gel provided in the patient rooms. Always wash your hands before and after eating and after handling soiled materials. If you are confined to bed and are using a bedpan or urinal, your caregiver can provide you with supplies to wash your hands. If you are able to walk to the bathroom, be sure to wash your hands prior to returning to bed.

Isolation Precautions

If your condition requires you to be placed in isolation due to a communicable (contagious) disease, there are some actions that must be taken by all individuals entering your isolation room. These guidelines are established to prevent the spread of infection to your family members, visitors, staff and other patients. Isolation rooms have a sign on the door or doorjamb indicating the type of isolation that is in use. Before entering the room, visitors must check with the nurse and follow the posted precautions. This may include wearing protective apparel such as a gown, gloves and mask. These supplies are conveniently located in the hallway cabinets labeled with a stop sign. Once again, handwashing plays an important role in preventing the spread of diseases.

Other Infection Control Measures

If a friend or relative is feeling ill, please ask them to stay home and not visit you at this time. Children should avoid visiting for their well-being as well as your own. If you have an intravenous catheter, be sure to keep the skin around the dressing clean and dry. Notify your nurse if the dressing becomes loose or wet. If you have any type of catheter or drainage tube, notify your nurse promptly if it becomes loose or dislodged.

Medications

It is very important for you to know what medications you are taking while you're a patient in the hospital. You should know the name of the medications, the dose, the frequency, the reason you are taking it, and common side effects the medication may cause. Your caregiver can provide this information for you either verbally or in a printed format.

We encourage you to ask your physician, nurse or a hospital pharmacist any questions you may have about your medications. A pharmacist is available 24 hours a day, seven days a week to answer questions about your medications. To access a hospital pharmacist, please inform your nurse and the nurse will contact the pharmacy department.

If you are given a medication you do not recognize, ask your caregiver what the medication is and why you are receiving it. Make sure that your nurse checks your identification band prior to administering your medications. When you are being discharged, your physicians and nurse will review your medications with you.

Fall Prevention

Falls in the hospital are more likely to occur during the evening and nighttime hours when patients get out of bed to walk to the bathroom in an unfamiliar environment. Please turn on your call light and ask for assistance to the bathroom. For added safety, wear rubber soled slippers or your shoes when you're out of bed. And if you wear glasses, be sure to put them on when you're out of bed.

For additional safety, it's also important to turn on the light so you can see where you are going and to keep the room uncluttered. Please ask your caregiver to move any chairs, tables or wastebaskets that are preventing a clear path for walking.

Teamwork

Our staff and physicians want to work with you and your family to provide the best and safest possible care for you.

Please provide complete and accurate information regarding your condition and medical history. Failure to share important information can result in a missed or incorrect diagnosis. Be sure to ask questions of your caregivers to ensure that you understand your diagnosis, test results and treatment. You should also make sure your caregiver checks your identification prior to providing care, medication or tests. In addition, be sure to confirm that your caregiver has washed his or her hands.

Because it may be difficult to remember everything you are told, it's helpful to include a family member or friend in discussions with your physician or caregiver. This individual may ask questions that had not occurred to you. Remember to ask about the type of care you will need after discharge, such as activity restrictions, diet, medications and follow-up appointments with the doctor.

Patients and families are also an important part of reducing the likelihood of a fall. If the patient is weak or somewhat confused or slightly disoriented, family and friends should schedule visits throughout the day so someone is with the patient to help observe and prevent possible falls. If needed, contact the Care Management office for a list of personal sitters and their hourly charges.

Surgery

Prior to surgery or any invasive procedures, your physician will explain the procedure to you including risks, how you will benefit from the procedure, and any alternative therapies that may be available for your condition and expected outcome. Your physician or anesthesiologist will also explain the sedation or anesthesia that will be used.

You will be asked to sign a consent. Please read it and make sure you understand what you've read. Be sure to ask any questions you may have.

For your safety, the physician will confirm the correct side/site with you and mark the area that will be operated on prior to surgery.

Your Hospital Stay

Your Room

Nurse Call/Communication System:

If you need assistance, press the nurse call button on your bedside or television remote. Your request will be directed immediately to a member of your patient care team.

Nurses on many nursing units carry wireless phones that interface with the nurse-call system. This allows the nurse to be in contact with your physician without having to return to the main nurses' station. The certified nurse assistants on these units carry pagers that interface with the wireless phones and nurse-call system. These state-of-the-art communication systems help reduce overhead paging and noise level, improve communication among the caregivers, and allow staff to spend more time at your bedside.

Temperature Control System:

A thermostat is located in each room that may be adjusted for the comfort of the patient. Generally, the recommended temperature range is between 70-76 degrees. If you need assistance with the thermostat, please ask your nurse.

Television:

Your room is furnished with a color television that can be controlled from a bedside remote control. In respect of other patients, please turn off your television by 11 p.m.

Our patient education system is available 24 hours a day. For patients in our Family Birthing Suites, Channel 30 is dedicated to educational programs for new parents.

All patients may access special relaxation programming on Channel 31 and our "video on-demand" programs on Channels 32-37. Currently, nearly 100 educational video titles are available on-demand. For a listing of program titles, turn to Channel 32-37 and follow the directions below to view the video of your choice:

Step 1: From your patient phone, dial 2193.

Step 2: Listen to the recorded message.

Step 3: Enter your telephone extension. (Bed number, followed by room number. For example, for bed 1, Room 728, you would enter 1728.) Listen to the recorded message for further direction.

A video version of this handbook may be viewed by selecting video number 902 - Patient Admission.

Using the Telephone:

- ♦ Free, local calls may be made to Bradley, Braidwood, Channahon, Coal City, Crest Hill, Elwood, Frankfort, Joliet, Kankakee, Lockport, Minooka, Morris, New Lenox, Plainfield, Platville, Rockdale, Romeville, Seneca, Shorewood, and Wilmington. To place a free local call, dial 81 for a dial tone, then dial the number you wish to call.
- ♦ For long distance, credit card, or if you have a toll free access number, dial zero and the hospital operator will assist you.
- ♦ To stop all incoming calls, dial zero and ask the operator to restrict your calls. To resume calls, dial zero and ask the operator to take off your restriction.

If you need further assistance with the telephone, please ask a member of your patient care team. **Prepaid telephone cards are available for purchase in our gift shop.**

Incoming Calls:

Provena Saint Joseph Medical Center's main telephone number is 815-725-7133. Please ask family and friends to give the operator your room and bed number when calling the hospital. For example, "Room 341, bed one." The switchboard cannot accept calls for patients after 9 p.m. While patients in the medical/surgical areas can make outgoing calls at any time, we request that you make outgoing calls prior to 11 p.m. in consideration of other nearby patients who may be resting.

NOTE: Please remember that cellular phone use is not allowed in the hospital as it may interfere with the functioning of medical equipment. Please remind your visitors of this policy.

S Smoking Policy

To protect and promote health and wellness of our patients and visitors, smoking is prohibited within the hospital as well as directly outside the hospital entrances. There is a designated smoking area outside the Emergency Department entrance for staff and visitors only. Visitors may also smoke in their cars, as it is personal property.

F Food Services

We are committed to delivering very good service and making sure you are satisfied during your stay. With this goal in mind, we are proud to offer “At Your Request” Room Service Dining. This innovative dining program allows patients to select meals from an expansive menu, as well as determine their own meal times.

To order your meals, please review the menu provided in your room and select your preferred choices. Once you have made your selections, please dial 3663 from your bedside telephone to place your order. Our goal is to deliver your meal to your room within one hour after you’ve placed your order. Meal orders may be placed anytime between 6:30 a.m. and 7:00 p.m. We do suggest the following serving times: Breakfast, 7:30-9:00 a.m.; Lunch, 11:30 a.m.-1:30 p.m.; Dinner, 5:00-6:30 p.m.

If you would like to have your meal delivered at a specific time, simply inform the room service operator at the time you place your order. Family members may call from outside the hospital to place orders for

Nutrition Counseling

Through our Food and Nutrition Services department, we offer inpatient nutrition counseling. Counseling is done on a one-to-one basis. Please contact your nurse if you would like to be seen by the dietitian during your admission. Nutrition counseling is available after you leave the hospital and requires a referral from your physician. Please call extension 3520 to schedule an appointment.

P Patient Questions/Concerns

Our goal is to provide you with very good care. In pursuit of that goal, your healthcare team is committed to ensuring that care, treatment and services you receive are both high quality and safe. As part of our commitment, we seek accreditation from the Joint Commission on Accreditation of Healthcare Organizations (JCAHO). The JCAHO provides unscheduled inspections to determine if we are in compliance with standards that they set for quality, patient safety, and the safety of the environment. If you feel, for any reason, that we have not met this goal during your stay, we encourage you to let us know by contacting any member of your care team during your stay or by contacting our Patient Relations Coordinator at 815-725-7133, ext. 7141.

In addition, as a condition of our accreditation, we are required to advise you that you may also contact the JCAHO or other hospital regulatory agencies to express your concerns. You may do this without contacting us. The following provides information about the ways in which you can contact the Joint Commission or other regulatory agencies.

The agencies and the procedures for communicating with them include: Joint Commission on Accreditation of Healthcare Organizations, One Renaissance Boulevard, Oakbrook Terrace, IL 60181, 630-792-5636 (phone), 630-792-5636 (fax), complaint@jcaho.org; Illinois Department of Public Health, 1-800-252-4343; The Centers for Medicare and Medicaid Services, 1-312-886-6432.

Flowers

Flowers sent through florists are delivered to patient rooms as timely as possible. Latex balloons are not permitted in the Medical Center for the safety of patients and staff with latex allergies. Flowers may not be delivered to intensive care units.

Patient and Visitor Services

Gift Shop

The Dove's Nest Gift Shop is operated by the Women's Auxiliary and is located on first floor. The shop carries gift and jewelry items, greeting cards, children's toys and clothing, plants, candy and gum, magazines, newspapers, and paperback books, as well as prepaid telephone cards. If you'd like to have an item delivered to your room, call ext. 3550. Cash, MasterCard and Visa are accepted. The Dove's Nest is open Monday-Friday from 7 a.m. to 7 p.m., Saturday from 8:30 a.m. to 3 p.m. and Sunday from 9 a.m. to 3 p.m.

Cash Station and Newspapers

A cash station is located on the lower level just outside the cafeteria, as well as several self-service newspaper stands. Visitors may also purchase newspapers in the Dove's Nest Gift Shop.

Patients may receive a complimentary copy of the Herald News each morning with their breakfast tray. If you did not receive a newspaper and would like one, please ask your nurse.

Food Services for Visitors

The cafeteria, located on the lower level, is open to visitors from 6:30 a.m. to 8:00 p.m. seven days a week. Hot food is served from 6:30 a.m. to 10:30 a.m. (breakfast), 11 a.m. to 2 p.m. (lunch) and 4:30 p.m. to 8:00 p.m. (dinner). Vending machines with a variety of sandwiches, snacks and drinks are available on the lower level near the cafeteria 24 hours a day.

While visitors are encouraged to purchase their meals in the cafeteria, family members may order from the "At Your Request" menu and dine with the patient. To do so, please purchase a meal coupon from the cashier in the cafeteria on the lower level. Then, follow the directions above to place an order from the "At Your Request" menu. When the meal arrives, present your meal coupon to the tray passer.

Our Cup of Joe's coffee bar, located in the main lobby, offers gourmet coffees, smoothies and bakery items and is open Monday-Friday from 7 a.m. to 7 p.m. and Saturday and Sunday from 9 a.m. to 2 p.m.

Parking Services

Free parking is available in numerous locations surrounding the Medical Center, in addition to specially reserved handicapped spaces. Please follow all signage in the parking lots and driveways. **Complimentary valet parking is provided Monday through Friday from 6:00 a.m. until 8 p.m. and Saturdays from 8:00 a.m. to 8:00 p.m. at the main entrance on Madison Street. Valet parking is also provided at the emergency room/Family Birthing Suites entrance from 9 a.m. to 6 p.m. Monday through Friday.**

Provena Saint Joseph's Security Department patrols the parking lots 24 hours a day, seven days per week. Escort service is provided to and from the parking lots upon request. Security also provides jumpstarts, tire inflation, and lockouts at the owner's risk. Vehicle owners are fully responsible for vehicles stationed in the parking lots as well as items left in the vehicles. The Joliet Police Department will issue tickets for violations of state law in regards to handicapped parking, fire lanes/lane blockage and no parking zones.

Lost and Found

The Security Department provides a lost and found service. If you lose or find something, you may report or take the item to the Security Department, which is located on the first floor by the Emergency Department. Items not claimed within 90 days will be disposed of or given to charity. Lost clothing, shoes or other items should be brought to the attention of the unit manager.

Pastoral Care

Patients and visitors are welcome to visit our Chapel, located on first floor, between 5 a.m.-8 p.m. Special arrangements can be made to access the chapel outside of these hours by contacting the hospital operator and asking for the chaplain on duty.

Catholic Mass is celebrated in the Chapel weekdays at 11 a.m. and weekends at 8 a.m. and is open to the public. Patients may view daily Mass live by turning to Channel 6 on their patient television.

To best serve our patients, a Chaplain is present in the Medical Center 24 hours a day. If you would like a visit from one of our Chaplains, please ask a member of your patient care team to call the Pastoral Care office at ext. 3474 or have the hospital operator page the chaplain on duty.

Hotel Information

Discount rates are available for family members of patients. Be sure to mention Provena Saint Joseph Medical Center when you make the reservation. The hotels below are located in Joliet. Rates are approximate and subject to change.

Comfort Inn, 135 South Larkin, 815-744-1770; \$35 plus tax

Hampton Inn, 3555 Mall Loop Dr., 815-439-9500; \$65 plus tax

Hampton Inn, 1521 Riverboat Center, 815-725-2424; \$65 plus tax

Holiday Inn, 411 South Larkin, 815-729-2000; \$62 plus tax

Red Roof Inn, 1750 McDonough, 815-741-2304; \$34.99 plus tax

Super 8, 1730 McDonough, 815-725-8855; \$49 plus tax

Visiting Guidelines

At Provena Saint Joseph Medical Center, we realize that visitors are special people. We hope visitors will join us in doing everything possible to make a patient visit what it should be -- a quiet time when they can talk, listen, or just hold the hand of someone important to them.

All patients deserve respect, protection, and the best possible medical care. We believe in protecting patients from noise, distractions and disturbances. Regulations of the Illinois Department of Public Health, as well as our own policies, require that we remain vigilant in maintaining a calm, protective environment on all floors, in all units, at all times.

There are several general guidelines that **all** visitors must observe. Visitors to patients in the Family Birthing Suites, Surgery and Intensive Care Units should also note the special guidelines listed on the following page. Visitors to the Mental Health Unit will be advised of special visiting policies from the staff.

General Visitor Guidelines

- ♦ Hospital patients are at increased risk of acquiring communicable diseases and infections. Therefore, the Illinois Department of Public Health restricts visits from individuals who currently have or are recovering from a communicable disease, including fever, sore throat, flu or colds, diarrhea, and rashes.
- ♦ Children under 6 years of age may visit only in private rooms or other specially designated area only if the attending physician has provided written permission for the visit. Children under the age of 12 but over age 6 may visit on a prearranged basis only, must be accompanied by an adult, be current on immunizations, and have no exposures to chicken pox, measles, etc. Children are not permitted to remain in the lobby unattended. ***As a medical institution, we deal with illnesses of all kinds on a daily basis. It is for the protection of the children and concern for our patients that we must enforce the policy regarding child visitors.***

- ◆ General visiting hours for visitors age 12 and older are 8:00 a.m. to 8:00 p.m. Each patient is permitted two visitors at a time. After 8:00 p.m., access to the Medical Center is available only through the Emergency entrance.
- ◆ We request that visitors obtain a pass at the Main Lobby Information Desk when entering the building. Please return passes to the Information Desk when leaving the Medical Center.

Abiding by these guidelines will help us provide a calm and peaceful environment and maintain a high standard of care.

Family Birthing Suites Visitor Guidelines

- ◆ Visiting for laboring or undelivered patients is limited to the father of the baby and two support people. After delivery of the baby, the father *or* one support person has 24 hour access.
- ◆ Grandparents, brothers and sisters of the new baby may visit from 8:00 a.m. to 8:00 p.m.
- ◆ All other visitors (must be 12 or older) may visit from 12:00 p.m. to 8:00 p.m. There is a maximum of two visitors at one time.

Our visiting guidelines are designed to ensure the safety and security of our newborns. We appreciate your cooperation.

Surgery Visitor Guidelines

If you are scheduled to have surgery, your family may visit in your room before you are taken to the operating room. After you are taken to surgery, your family should wait in the surgical family waiting room on 3rd floor. Communication between your family and physicians will take place in a private conference room next to the surgical family waiting room, so it is important that a representative from your family remains there throughout your surgery.

Intensive Care Visitor Guidelines

Visitors are welcome in the intensive care units and are subject to the discretion of the nurse as identified by the needs of the patient.

Going Home

Being discharged from the hospital is a sign that you're feeling better. We share in the joy of sending you home healthier than when you arrived.

Please help us accommodate our new patients by complying with our discharge policy of 11:00 a.m. Also, if your forwarding address is not the same as your home address, please notify our business (815-741-7581) and volunteer services offices (815-725-7133, ext. 3465). This is necessary so we can forward mail to you after you've left the hospital. We appreciate your cooperation.

On the following page is a checklist to help you prepare for your discharge from the hospital.

Provena Home Care

Provena Home Care, a Medicare certified home care agency, offers a full range of services and products tailored to meet your needs. Provena Home Health provides skilled nursing, home health aides, physical therapy, occupational therapy, speech therapy, medical social services, diabetic education and infusion therapy. In addition, Provena Care @ Home provides private duty services that include skilled nursing, medication management, home health aides, sitter/companions, nasal CPAP and HealthWatch - a personal response system. For more information regarding Provena Home Care, call 815-741-7371.

Rehabilitation Services

Individuals requiring outpatient rehabilitation after they leave the hospital find convenience and expertise at the Provena Saint Joseph Physical Rehab & Sports Injury Center, 2400 Glenwood Avenue in Joliet. Here, a team of physical, occupational and speech therapists assist children, adults and seniors in returning to normal lifestyles.

Outpatient physical therapy services are also available at our satellite facilities in Shorewood, Plainfield, Romeoville, New Lenox, Frankfort, and at the Campus Fitness Center in Joliet. For more information on outpatient rehabilitation services, call 815-741-7114.

Am I Ready to Go Home?

	YES	NO	N/A
Have I discussed my medical condition with my physician, including diagnosis, treatment, and contributing factors? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have I looked at my incisions and do I know how to care for them? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do I know my medications: names, dose, schedule, actions, and side effects? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do I have my written prescriptions or have they been called in to my pharmacy? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do I know and understand my recommended diet? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do I know and understand my activity guidelines and/or restrictions? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do I know when to call the doctor and which doctor to call in the event of any emergency? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do I have a doctor's appointment scheduled or know when to see the doctor? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Am I prepared to take a complete list of my medications to my doctor's appointment? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Am I aware that my discharge may require coordination among my physicians? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Am I aware of community resources that are available to me? _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Billing Information

While you are a patient at Provena Saint Joseph Medical Center, we want you to focus on your recovery. Since the ultimate responsibility for payment of your hospital bill rests with you or your guardian, you may have concerns about the financial aspects of your hospitalization. This section of your patient handbook has been designed to answer many questions you may have about finances and insurance.

Please remember that many employers, insurance companies, and HMOs/PPOs now require notification by the patient, family member or doctor prior to or shortly after admission. If you do not comply with this requirement, your medical benefits could be jeopardized or your insurance company could refuse to pay your bill in part or in full. For your own protection, please check with your benefits provider to see if you need to follow any special guidelines.

By providing us with complete insurance information as soon as possible, you will make it possible for us to bill your insurance company and settle your account promptly.

Paying Your Bill

Provena Saint Joseph Medical Center will bill Medicare, Blue Cross, Medicaid, Commercial and HMO/PPO insurances. Your insurance will probably pay most or all of your hospital bill. The portion of your bill the insurance company does not pay (deductible, coinsurance, co-pays or non-covered services) is your responsibility.

Beginning November 1, 2003, upon outpatient admission to Provena Saint Medical Center, and much like a routine visit to your physician's office, a registration specialist will collect information regarding your insurance coverage and request payment of your co-pay or deductible before services are rendered. For inpatients, the deductible or co-pay will be payable upon your discharge.

Financial counselors are available to any patient who is unable to meet deductible or co-pay responsibilities, and a wide variety of payment options, including financial assistance for patients who qualify, will be presented to you. Our counselors are here to help. An open dialogue with your counselor will ensure a plan that meets your budget.

It is our hope that this new approach will address any financial concerns upfront. If you have any questions, please speak with your patient admission specialist.

Insurance

An Important Message From Medicare

Your Rights While You Are a Medicare Hospital Patient:

You have the right to receive all the hospital care that is necessary for the proper diagnosis and treatment of your illness or injury. According to Federal law, your discharge date must be determined solely by your medical needs, not by “DRGs” or Medicare payments.

You have the right to be fully informed about decisions affecting your Medicare coverage and payment for your hospital stay and for any post-hospital services.

You have the right to request a review by a Peer Review Organization of any written Notice of Noncoverage that you receive from the hospital stating that Medicare will no longer pay for your hospital care. Peer Review Organizations (PROs) are groups of doctors who are paid by the federal government to review medical necessity, appropriateness and quality of hospital treatment furnished to Medicare patients. Here is the phone number and address of the PRO for your area:

**Illinois Foundation For Quality Health Care
6000 Westown Parkway, Suite 350E
West Des Moines, Iowa 50266-7771
Hotline: 1-800-647-8089**

Talk to Your Doctor About Your Stay in the Hospital

You and your doctor know more about your condition and your health needs than anyone else. Decisions about your medical treatment should be made between you and your doctor. If you have any questions about your medical treatment, your need for continued hospital care, your discharge, or your need for possible post-hospital care, don't hesitate to ask your doctor. The hospital social worker will also help you with your questions and concerns about hospital services.

If You Think You are Being Asked to Leave the Hospital Too Soon

Ask a hospital representative for a written notice of explanation immediately, if you have not already received one. This notice is called a “Notice of Noncoverage.” You must have the Notice of Noncoverage if you wish to exercise your right to request a review by the PRO. The Notice of Noncoverage will state either that your doctor or the PRO agrees with the hospital's decision that Medicare will no longer pay for your hospital care.

If the hospital and your doctor agree, the PRO does not review your case before a Notice of Noncoverage is issued. But the PRO will respond to your request for a review of your Notice of Noncoverage

and seek your opinion. You cannot be required to pay for the hospital care until the PRO makes its decision, if you request the review by noon of the first work day after you receive the Notice of Noncoverage.

If the hospital and your doctor disagree, the hospital may request the PRO to review your case. If it does make such a request, the hospital is required to send you a notice to that effect. In this situation, the PRO must agree with the hospital or the hospital cannot issue a Notice of Noncoverage. You may request that the PRO reconsider your case after you receive a Notice of Noncoverage but since the PRO has already reviewed your case once, you may have to pay for at least one day of hospital care before the PRO completes this reconsideration.

If you do not request a review, the hospital may bill you for all the costs of your stay beginning with the third day after you receive Notice of Noncoverage. The hospital, however, cannot charge you for care unless it provides you with a Notice of Noncoverage.

How to Request a Review of the Notice of Noncoverage

If the Notice of Noncoverage states that your physician agrees with the hospital's decision:

- ◆ You must make your request for review to the PRO by noon of the first work day after you receive the Notice of Noncoverage by contacting the PRO by phone or in writing.
- ◆ The PRO must ask for your views about your case before making its decision. The PRO will inform you by phone and in writing of its decision on the review.
- ◆ If the PRO agrees with the Notice of Noncoverage, you may be billed for all costs of your stay beginning at noon of the day after you receive the PRO's decision.
- ◆ Thus, you will not be responsible for the cost of hospital care before you receive the PRO's decision.

If the Notice of Noncoverage states that the PRO agrees with the hospital's decision:

- ◆ You should make your request for reconsideration to the PRO immediately upon receipt of the Notice of Noncoverage by contacting the PRO by phone or in writing.
- ◆ The PRO can take up to three working days from receipt of your request to complete the review. The PRO will inform you in writing of its decision on the review.
- ◆ Since the PRO has already reviewed your case once, prior to the issuance of Notice of Noncoverage, the hospital is permitted to begin billing you for the cost of your stay beginning with the third calendar day after you receive your Notice of Noncoverage even if the PRO has not completed its review.

♦ Thus, if the PRO continues to agree with the Notice of Noncoverage, you may have to pay for at least one day of hospital care.

NOTE: This process is called “immediate review.” If you miss the deadline for this immediate review while you are in the hospital, you may still request a review of Medicare’s decision to no longer pay for your care at any point during your hospital stay or after you have left the hospital. The Notice of Noncoverage will tell you how to request this review.

Post-Hospital Care

When your doctor determines that you no longer need all the specialized services provided in a hospital, but you still require medical care, he or she may discharge you to a skilled nursing facility or home care. The discharge planner at the hospital will arrange for the services you may need after your discharge. Medicare and supplemental insurance policies have limited coverage for skilled nursing facility care and home health care. Therefore, you should find out which services will or will not be covered and how payment will be made. Consult with your doctor, hospital discharge planner, patient representative and your family in making preparations for care after you leave the hospital.

Insurance Information

Blue Cross Patients

Please bring your most recent Blue Cross card. Your Blue Cross number consists of a group number and certificate number. It is important that the complete number is given so that your billing can be processed quickly.

Commercial Insurance Patients

If you have commercial insurance through your employer, union or an individual policy, please bring your identification card. Many commercial insurance carriers require a completed claim form. Bills will not be paid if the claim form is not filed with your insurance company. If your company requires a special form, it is your responsibility to submit that form to your insurance carrier.

HMO Patients

Please bring your identification card and a referral letter, if required under your contract. If you are a member of a managed care organization that does not have a contract with Provena Saint Joseph Medical Center and you are receiving services, Provena Saint Joseph will bill your health plan as a courtesy to you. If payment is not received from your health plan, the balance will become your responsibility.

Please remember to notify your insurance carrier immediately to avoid payment delays or penalties.

Public Aid Patients

Please bring your most current medical assistance card. Eligibility dates must cover your entire hospital stay. It is your responsibility to be aware of any restrictions imposed by the Illinois Department of Public Aid. If you have any questions regarding restrictions, contact your case worker.

Hospital Costs

Your hospital bill is made up of charges for room and board as well as charges for procedures and other services ordered by your physician and performed by the hospital. Some of the services and procedures you may be billed for include nursing care, radiology (excluding physician fees), medications, laboratory tests, physical therapy, operating room, delivery room, recovery room and intensive care.

Room rates and other charges are determined by our operating expenses. They include the cost of service personnel and nurses, as well as the cost of equipment, supplies, diagnostic and treatment services and other necessities.

Room Charges

You will be charged a fee for your room beginning on the day of admission. You will not be charged for the day of discharge if you are able to leave your room before 11 a.m. The sole exception would be an admission and discharge occurring on the same day.

Private Room

If you request a private room, you are responsible for the difference between the cost of a private room and a semi-private room because most insurance companies cover the charges for a semi-private room only.

Physician Billing

Physician billing is separate from the hospital billing. Any physician providing services to you will be billing your insurance for their services. Any questions regarding a physician bill should be directed to the physician's office.

Confidentiality

Provena Saint Joseph Medical Center recognizes that medical information is private. Our policies and procedures ensure the confidentiality of patient information.

Managing Your Pain

Our Commitment

At Provena Saint Joseph Medical Center, we are committed to helping you overcome your pain and suffering.

Your nurses and doctors will ask you about your pain because they want you to be comfortable. They also want to know if something is wrong. Be sure to tell us when you have pain so that we can work with you to manage it.

Pain Management Bill of Rights

Patients of all ages and in all settings of Provena Saint Joseph Medical Center have a right of the following:

- ♦ Be informed and involved in all decisions regarding all aspects of care.
- ♦ Express their pain and have that expression accepted and respected as the most reliable indicator of pain.
- ♦ Have their pain assessed systematically and thoroughly.
- ♦ Have their pain managed according to the most currently accepted practices.
- ♦ Receive a prompt response to unrelieved pain.
- ♦ Receive education related to the management of their pain.

What Is Pain?

Pain is an uncomfortable feeling that tells you that something may be wrong with your body. Pain includes many types of discomfort and can occur anywhere in your body. It can feel like a dull ache, or it can be severe and unbearable. Pain can include pulling, tightness, cramping, burning, stabbing or other unpleasant sensations.

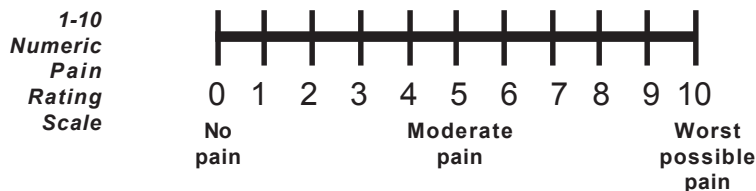
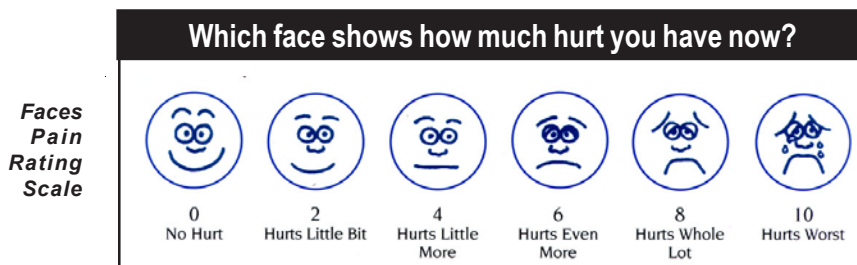
How Do I Manage Pain?

There are many ways to treat pain. Medications and other therapies are available including relaxation techniques, stress reduction, massage, and heat or cold application. Please discuss with us which method best suits your needs.

R Rate Your Pain

When you feel pain, will you be able to describe it to your doctor or nurse? Is there a way to communicate exactly what you're feeling so they will understand?

You will be asked to rate your pain on a scale of 0-10 and select a word that best describes your pain. Some patients don't like to discuss their pain or discomfort. They worry that they are bothering the doctors or nurses. Reporting your pain is important because it helps us to know how well your treatment is working and whether or not changes need to be made.



S Setting Goals for Pain Control

Research has shown unrelieved pain can be harmful. Pain can make it hard to do things like heal, sleep, walk, work or participate in recreational activities. In order to perform these activities, you need to set a goal for pain control. This goal should be a rating that allows you to easily continue your important activities. To set your goal, ask yourself:

1. What activities do I need to do?
2. What rating will make it easier to do these activities?

Each individual is different. Research shows that ratings of four or higher may prevent you from carrying out your daily activities.

What Can I Do to Help Manage My Pain?

- ♦ Discuss your pain control plan; tell us what has worked well for you, or not so well in the past.
- ♦ Ask your doctor or nurse what to expect from your illness, injury or surgery as well as your hospitalization.
- ♦ Request medication as soon as the pain starts. It is more difficult to manage pain once it has taken hold.
- ♦ Let any staff member know if your medication is not relieving your pain.
- ♦ Do not worry. Studies show that getting “hooked” on pain medication is very rare.

Infection Control

Influenza and Pneumonia Prevention

People who contract influenza from a virus often get ill suddenly and have a fever, cough and body aches. Influenza can lead to serious complications, such as pneumonia and death. Influenza is not the same as gastroenteritis or “stomach flu.”

If you are 65 years of age or older, or less than 65 years of age with underlying chronic illness, you should get an influenza vaccination every year before the influenza season begins. The optimal time to receive the vaccine is between September and November. It won't prevent every cough or cold but can prevent the type of influenza that can lead to serious complications like pneumonia.

Pneumococcal pneumonia is a serious lung infection -- the most common kind of pneumonia identified in elderly people. Symptoms include fever, aches, fatigue, chest pain, cough and confusion. It is very important that people 65 years of age and older receive a pneumococcal vaccination. Your doctor can advise you if you need this shot more than once. It is recommended that you get your flu and pneumonia vaccination together.

Both shots are safe. Neither can give you influenza or pneumococcal pneumonia. About one in four people may notice a little redness, tenderness or swelling with the flu shot. The pneumococcal pneumonia shot may cause some people to experience side effects like swelling, soreness and fever or muscle pain, but these are usually mild and last a very short time.

Both shots are covered by Medicare Part B. HMO members may be required to get shots from their HMO. Ask your HMO for more information. If you are interested in the vaccinations, ask your physician for more information.

Advance Directives

The staff of Provena Saint Joseph Medical Center believes that human life is a sacred gift. We also accept death, with peaceful dignity, as part of life's process.

We understand that not all healthcare decisions are easily nor clearly defined. We will try to provide, in this section, answers to the commonly asked questions about the Durable Power of Attorney for Healthcare.

Provena Saint Joseph Medical Center also believes that all individuals need to know about the Durable Power of Attorney for Healthcare. A copy of the Illinois Statutory Short Form Power of Attorney for Healthcare document can be obtained from most lawyers or by calling Provena Saint Joseph Medical Pastoral Care department at 815-725-7133, ext. 3474, Care Management at ext. 3175., or have the chaplain on duty paged.

What are Advance Directives?

There are two different documents that you can elect to complete that will direct how you wish your health care delivered if you become incapacitated. They are the Living Will and the Durable Power of Attorney for Health Care. With either of these documents, you can convey to your doctor that you do not want "death-delaying" procedures instituted if you develop a terminal condition.

The Living Will

In 1983, the Illinois General Assembly passed the Illinois Living Will Act and amendments were made to it in 1987. The purpose of the act is to give a patient the right, through a written declaration, to have death-delaying procedures withheld or withdrawn in the event of a terminal condition.

How Can I Get A Living Will?

The statutory form can be obtained through the Pastoral Care department or by asking your nurse. It also can be obtained through many stationers. It must be signed by the individual making the declaration and witnessed by two individuals 18 years of age or older who are not relatives.

Can I Change My Mind?

The declaration can be revoked at any time by destroying the document, preparing a written revocation, or making an oral or other expression of intent to revoke the declaration in the presence of a witness 18 years of age or older who signs and dates a written confirmation. The patient has the responsibility to inform the physician of the existence of the Living Will, provide a copy to the physician and ask the physician if he or she is willing to comply with the provisions.

What Is Durable Power of Attorney for Healthcare?

It is a signed and witnessed legal document in which you name a person (your agent) to make healthcare decisions for you if you are not able to make them for yourself. Your agent has the power to authorize and refuse medical treatment for you. This power is only effective if you are not competent to make healthcare decisions for yourself.

Who Can Serve As My Agent?

Any adult whom you trust and you have made aware of your beliefs and wishes regarding medical treatment can be your agent. Your agent should also be aware of your medical conditions but may not be involved in your medical care; such as your doctor, nurse, or other health professionals.

You may name more than one agent when you make a Durable Power of Attorney for Healthcare. This person is known as your successor agent and will make healthcare decisions for you only if your agent is unable or unwilling.

Is This The Same As The Living Will?

No. The Durable Power of Attorney for Healthcare is different from and more flexible than the Living Will in three ways:

- 1. The Living Will does not name an agent to make decisions for you if you are not able.*
- 2. The Durable Power of Attorney for Healthcare applies to all medical decisions, unless you decide to include limitations. The Living Will applies only to particular decisions near the end of your life.*
- 3. The Durable Power of Attorney for Healthcare can include specific instructions to your agent about any treatment you want done or want to avoid.*

How Does It Become Valid?

For the power of attorney to become valid, patients must have named an “agent” to make all decisions on their behalf in the event they become incompetent. Successor agents can be listed, but only one may act at a time, under the form provided by the legislature and the statute. However, other forms of health care powers of attorney may be used and are just as valid as the statutory form.

Your agent and successor agent, as well as your doctor and closest relatives, need to know that you have signed a Durable Power of Attorney for Healthcare document.

Should you become hospitalized, a copy of the document should be given to your doctor or nurse so that it can be placed in your medical record.

What If I Change My Mind?

You can cancel your Durable Power of Attorney for Healthcare at any time by notifying your healthcare provider of your decision. It is best to notify your agent and doctor in writing and destroy the document.

Who Can Help Me Create a Durable Power of Attorney for Healthcare?

It is advisable to begin by talking to someone who knows you and can help you express your values and wishes regarding healthcare. You may wish to also talk with your lawyer; however, it is not necessary to seek legal advice.

Where Can I Obtain a Durable Power of Attorney for Healthcare?

The Illinois Statutory Short Form Power of Attorney for Healthcare document can be obtained from most lawyers or by calling Provena Saint Joseph Medical Center’s Pastoral Care department at 815-725-7133, ext. 3474, Care Management at ext. 3175, or have the chaplain on duty paged.

The Surrogate Act

If a person elects not to have an Advance Directive, the Surrogate Act, which was signed into law in the State of Illinois in September 1991, could go into effect if a person suffers from a terminal condition, permanent unconsciousness or an incurable or irreversible condition and lacks the ability to make decisions. A health care surrogate may be chosen to make medical decisions for that person. The law lists the order of priority or who would be that person’s surrogate. The Surrogate Act has been expanded to include medical treatment for people who do not meet the above qualifying conditions for medical care.

One Final Comment

A patient may wish to sign both documents just in case there is no agent to act under the health care power of attorney at the time when a crucial decision has to be made. But, so long as an agent is available, authorized, and willing to deal with the issues surrounding life-sustaining or death-delaying procedures under a durable health care power of attorney, the Living Will is not operative and the agent controls the care.

The Durable Power of Attorney for Health Care is the better form. It is a much more powerful way of ensuring that your will and intent will be carried out in all events when you can no longer make medical decisions for yourself. You may find it helpful to contact an attorney for additional information. You may also find it helpful to discuss this with your physician. Provena Saint Joseph Medical Center reserves the right to refuse a directive that is not consistent with our mission and/or Ethical & Religious Directives for Catholic Healthcare.

Numbers to Remember

This resource directory is intended to make it easier for you to reach us after you leave the hospital.

Billing/Patient Accounts	815-741-7581
Cancer Care Center	815-741-7560
Cardio-Pulmonary Rehabilitation	815-773-7847
Center for Weight Loss & Surgery	815-773-7090
Diabetes Educator	815-725-7133, ext. 3224
Dietitian (Outpatient)	815-725-7133, ext. 3520
Emergency Department	815-741-7660
Family Birthing Suites	815-741-7535
Home Care	815-741-7371
Lactation Consultant	815-725-7133, ext. 3890
Mental Health/Substance Abuse	815-741-7545
Pain Management Clinic	815-773-7718
Pastoral Care Chaplain	815-725-7133, ext. 3474
Pharmacy	815-725-7133, ext. 3182
Physical Therapy (outpatient)	815-741-7114
Physician Referral Service	815-725-9438
Retina Center	815-744-7515
Senior Spirit Office	815-741-7666
Sleep Disorder Center	815-744-7762
Speech Therapy	815-725-7133, ext. 3120

Health and Wellness Programs

Cardiac Rehabilitation

This medically supervised program is for individuals who want to reduce their risk of cardiac disease or for those interested in maintaining good health status. Call 815-725-7133, ext. 3147.

Fibromyalgia Pool Class

This pool class allows individuals with fibromyalgia to comfortably exercise by putting less stress on painful joints. Call 815-741-7114.

Fitness for Seniors

This exercise class is for individuals age 60 and older. Call 815-725-7133, ext. 3892.

Healthy Hikers

This indoor walking program, held at Westfield Shopping Town - Louis Joliet, keeps you safe from weather conditions and provides motivational incentives. To join, stop by the mall management office or call Provena Health Connection at 815-725-9438.

Heart Test

Improve your odds of living a longer life by taking the \$40 Heart Test, which includes a total cholesterol blood test, glucose for diabetes, C-reactive protein, EKG, blood pressure and pulse, body fat analysis, peripheral arterial disease screening, and a personalized risk assessment. Call 815-725-9438.

Heart SmarTest/Heart Scan Plus

The most advanced screening exam available today for the detection of heart disease, this test utilizes CT scan technology to measure calcification in the coronary arteries. Call 815-725-9438.

Massage Therapy

A variety of massage techniques are available, including reflexology (massage of the feet), Swedish relaxation massage (chair) and deep tissue massage (full-body table). Call 815-725-9438.

Warm Water Arthritis Pool Class

Classes are available at the Provena Physical Rehab & Sports Injury Center in Joliet. Call 815-741-7114.

For a complete calendar of health and wellness classes, visit our website at www.provenasaintjoe.org.

Support Groups

Joliet Area A.W.A.K.E., for individuals and families experiencing sleep apnea. Meets the fourth Tuesday of the month, 6:30-8 p.m. Call (815) 744-7762.

Bariatric Support Group, for individuals who have had weight-loss surgery or are contemplating it. Meets the third Monday of the month, 6-8 p.m. Call (815) 725-9438.

Breastfeeding Support Group, for breastfeeding women and their babies. Meets the second Thursday of the month, 10-11:30 a.m. Call 815-725-9438.

Breath Takers, for individuals who experience pulmonary disease. Meets the third Thursday of the month. Call 815-725-7133, ext. 3147.

Depression and Bipolar Support Alliance - Joliet, for individuals with bi-polar illness, or manic/depression. Meets the second and fourth Wednesday of the month, 7-8 p.m. Call 815-773-7000.

Fibromyalgia Support Group, for those who want to learn ways to cope with fibromyalgia. Meets the second Wednesday of every month, 7-8:30 p.m. Call 815-725-9438.

M.E.N.D. (Motivation and Encouragement = New Discoveries), for current and former patients of Physical Medicine and Rehabilitation. Call 815-725-7133, ext. 3519.

Mended Hearts, for cardiac patients and their families. Meets the third Monday of each month. Call 815-725-7133, ext. 3147.

Parkinson's Support Group, for individuals with Parkinson's disease and their family members. Meets the third Wednesday of the month from 6-7:30 p.m. at the Provena Physical Rehab & Sports Injury Center, 2400 Glenwood Ave., Joliet. Call 815-725-9438.

Perinatal Bereavement Group, for grieving parents who have suffered the loss of a child through miscarriage, stillbirth, neonatal death or death after birth. Meets the second Monday of every month. Call 815-725-7133, ext. 3474.

Positive People, for individuals who have experienced any type of cancer and their families. Meets the first and third Thursday of each month, 3-5 p.m. Call 815-741-7560.

Post Partum Depression Support Group, for women who may be experiencing post partum depression. Meets every Friday from 6:30-7:30 p.m. Call 815-725-9438.