

Patient Handbook



THE PATIENT.
ABOVE ALL ELSE.®



Welcome to St. Luke's

On behalf of our employees, we want to extend a personal welcome to St. Luke's. We are committed to making your stay as comfortable and as caring as possible. This handbook will give you information about the hospital and services available to you and your visitors. If you have questions, please ask any employee.

After you leave the hospital, you may receive a patient survey asking about your experience by mail, email or text. It's important for us to know if the care you received meets the high standards we have set for ourselves. We value your feedback and would greatly appreciate it if you complete and return your survey.

Thank you for choosing St. Luke's.

Sincerely,

St. Luke's Executive Team

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Our Mission and Values

Our Mission

The Patient. Above All Else.

Our Vision

To provide the highest quality healthcare through trusted partnerships with our patients, employees and communities.

Our Values

These values provide the foundation of our culture as we pursue our mission and vision:

- Compassion
- Quality
- Teamwork
- Safety

Accreditations/Recognition

St. Luke's is accredited by DNV Healthcare. It is the first and only accreditation program to integrate the Centers for Medicare & Medicaid Services (CMS) Conditions of Participation with the International Organization for Standardization (ISO) 9001 Quality Management Program. Earning national accreditation through this program shows St. Luke's commitment to quality, process improvement and providing excellent health care.

Our Commitment to Quiet

In order to promote a healing environment for all patients, quiet hours are from 8:30 pm to 6 am. Supporting a restful and healing environment for all patients, we will dim hallway lights, use flashlights to check on patients and minimize the use of overhead lights, avoid hallway conversations whenever possible, close patient room doors if it is safe and acceptable for the patient, and make every effort to address unnecessary noise.

Even with our efforts, there are some hospital noises that cannot be avoided. Earplugs are available to patients to help reduce some noise. If you are disturbed by a noise, please let our staff know, and we'll do whatever we can to keep things as quiet as possible.

Service Excellence

Patients come to St. Luke's for help and hope, often at some of the most challenging times for them and their families. Our mission of **The Patient. Above All Else.** clearly defines our priority as we provide care, compassion and empathy to those we serve.

Ensuring a positive experience through service excellence for each patient is what we strive for each and every day. It includes safe, quality and patient-centered care and extends throughout our organization.

We will always try to improve. To do that, we listen to your feedback and make improvements based on that information. The feedback you provide is important to us because it helps us learn where we can improve and celebrate what we do well.

You may receive a survey upon your discharge asking about your experience. St. Luke's contracts with Press Ganey Associates of South Bend, IN, to contact random patients by mail, email or text. Please be assured that Press Ganey does not receive any of your medical information. The company only receives information on how to contact you and in which area of St. Luke's you received services. The information you provide stays confidential and anonymous, unless you give permission to be contacted by St. Luke's.

We want you to be satisfied with your stay. If for any reason you are not satisfied, we want to know about it right away. Please allow us the opportunity to resolve your concern by telling your nurse or other staff, or calling the Patient Advocate at **218.249.5400**.

For Your Information

Adjustments and Adaptations

This handbook is a guide for your stay at St. Luke's. While we work for it to be as up-to-date as possible, visiting hours and policies, volunteer services and other visitor amenities are subject to change. Those interim changes supersede the information in this handbook. Please check with your care team if you have any questions.

Are You a Hospital Inpatient or Outpatient? ASK!

Medicare and many insurance companies are now permitting a short stay called "observation." When your doctor orders an "observation" stay, his or her decision is based on guidelines related to certain signs and symptoms or diagnoses determined by Medicare and other insurance companies. It allows your doctor to do testing and/or provide treatment so you don't have to leave the hospital and return later. Based on the test and treatment results, your doctor will determine if you need further hospitalization. Since insurance companies consider "observation" stays an outpatient service, you will be responsible for your deductible, coinsurance and/or co-payments related to outpatient services.

St. Luke's Case Management team is available to assist in any way possible to make your stay more comfortable. Ask your nurse to contact the unit case manager and/or social worker if you have questions or concerns.

Assistance

When you need assistance or wish to be connected to the nurses' station:

- Push the call button on the pillow speaker at your bed. (The pillow speaker also operates your room lights and television.)
- Pull the emergency call cord in the bathroom.

ATM (Automatic Teller Machine)

An ATM, located in Blue Wave Café on 3 Center, accepts most major credit or debit cards.

CaringBridge®

CaringBridge is a free, easy-to-use website to keep friends and family connected during your hospitalization. It can be accessed by visiting CaringBridge.org.

Case Management/Social Services

St. Luke's Case Management team has specially trained registered nurses and social workers who are available to you throughout your hospital stay. Together with you and your physician, nursing staff, as well as other members of the health care team, the Case Management team will:

- Participate in developing a plan of care that includes you as the primary decision-maker.
- Communicate with all members of your health care team, including your insurance provider, to be sure your needs are met in a timely and efficient manner.
- Represent your interests and act as a patient advocate to assure your individual needs and goals are met.
- Help with coordination of multiple healthcare services for discharge planning.
- Provide education and referral to community agencies and support groups when needed.

Cell Phones

St. Luke's Hospital generally allows the use of cell phones in all areas of the hospital, with some conditions. Visitors who use cell phones are encouraged to use them in waiting areas. If you or your visitors are using them in a direct patient care area, please be respectful of others in that area and keep noise to a minimum to not disturb others. Ringer volume should be set as low as possible or turned off. St. Luke's staff may ask a cell phone user to limit or stop using a cell phone if it is deemed disruptive to patient care.

Clothing/Personal Items/Valuables

We urge you to limit the number of personal belongings you bring into the hospital. You may wish to bring your own slippers and personal care items. Although hospital gowns and robes are provided, you are welcome to bring your own. You are responsible for your personal items, such as electronic devices, cell phones and chargers, hearing aids, dentures, eye glasses, contact lenses or watches. Please do not bring credit cards, large amounts of money, jewelry or other valuables. If this is not possible, valuables may be kept in the hospital safe. St. Luke's is not responsible for loss of valuables that are not put into the safe or for personal belongings that are kept in your room. Please inform staff if you have belongings you want placed in our safe.

The Case Management team will do their best to provide you with appropriate options based on your unique needs for care after you leave the hospital. Although we aim to provide you with your first choice for providers, limitations with bed availability or your unique clinical needs may require you to transition to a post-acute care facility beyond your desired choice.

Communication Needs/ Interpreter Services

St. Luke's offers interpreter and translation services free of charge for patients who are deaf, hard of hearing, and/or non-English speaking who would benefit from assistance. Ask your nurse or case manager for more information.

Complaints or Grievances

We want you to be satisfied with your stay. If for any reason you are not satisfied, let us know right away. Please allow us the opportunity to resolve your concern by telling your nurse, other staff, or calling the Patient Advocate at **218.249.5400**.

If your concern is still not resolved or if you wish to submit your concern in writing, please do so by email to PAdvocate@slhduluth.com or by mail to:

Patient Advocate Quality Management Department

St. Luke's Hospital
915 E. 1st Street
Duluth, MN 55805

All concerns are handled in a respectful and timely manner. You may also contact the following:

Office of Health Facility Complaints

PO Box 64970
St. Paul, MN 55164-0970
800.369.7994

Facility Assistants

Facility Assistants are available Monday through Friday, 6 am to 6 pm. Facility Assistants can help with wayfinding, wheelchair transport, out-of-vehicle assistance or luggage/supply transport for all patients and visitors. Additionally, there are campus maps at information desks throughout St. Luke's campus and at most elevators and entrances.

Facility Assistants can be reached at **218.249.4940**, or ask your nurse to contact one for you.

Flowers/Balloons

Flowers and live plants are not allowed in the intensive care units as they may be harmful to some patients. These items may also be restricted on other units depending on patient condition. Thank you for understanding.

For patient safety, latex balloons are not allowed. They may cause allergic reactions in patients or staff who are sensitive to latex and may present a choking hazard for young children. Mylar balloons are allowed.

Food for Visitors

Meals and snacks are available for purchase in St. Luke's Blue Waves Café on 3 Center, and at several other spots around St. Luke's. The Coffee Shop in Building A, 2nd Floor, serves hot and cold beverages, and bakery items. St. Luke's Marketplace: Food and Gifts on 2 East has grab-and-go food and beverages. Vending machines are available 24/7, on 3 East, next to the elevators.

Mail

Mail is delivered to your room Monday–Friday, excluding holidays. For outgoing mail, ask a staff person or your nurse to mail letters for you. Mail received after you are discharged will be forwarded to your home.

Meals

St. Luke's offers a patient-centered food service program that allows you to order what you want, when you want, from 7 am to 7 pm. Patients can choose from a wide selection of fresh, healthy, made-to-order meals and snacks. The menus are heart healthy and meet Dietary Guidelines for Americans. Once your physician has ordered your diet plan you will be able to make menu selections. To place an order or for more information dial **7600**. Orders are delivered within approximately 45 minutes.

Overnight Accommodations

Many area hotels have special rates for families and visitors of hospitalized patients. Ask your nurse or case manager for more information.

Parking

Parking is available to patients and visitors in any St. Luke's Patient Parking Lot. Street parking is also available at meters, which are enforced Monday through Saturday, excluding holidays, 8:30 am to 5:30 pm (Saturday metered parking is free, but time limits are enforced). For more information, go to slhduluth.com/parking.

Patient Portal

St. Luke's myCare Patient Portal allows you to securely view your health records, including your medication list, allergy list, procedure information, lab and imaging results, visit notes, immunization history and discharge instructions.

To sign up for a St. Luke's myCare Patient Portal account, or access your existing account, go to slhduluth.com/myCare.

St. Luke's is committed to protecting your privacy. Passwords, firewalls and encryption are used to safeguard your information. If you keep your log-in information confidential, only you will have access to your health information.

If you have a problem accessing your portal, contact technical support at **218.249.6400** or myCare@slhduluth.com.

Patient Representative

You are welcome to identify someone to serve as your representative during your hospitalization. You may choose to have your representative notified of your admission, be given information about your condition and treatment plan, be involved in decisions about your plan of care, and/or co-sign consents required for your treatment. Please tell your nurse if you would like to have a patient representative.

Pharmacies on Campus

St. Luke's has a dedicated team of pharmacy technicians and pharmacists to manage your medication needs.

While you are in the hospital, your medications will be managed by St. Luke's Inpatient Pharmacy, **218.249.6009**. If you are a hospitalized patient receiving chemotherapy, it is likely that your chemotherapy infusion was prepared by St. Luke's Oncology Pharmacy located in the Lakeview Building, **218.249.7834**.

Northland Pharmacy is our full-service retail pharmacy, located in Northland Medical Center. They are able to fill your prescriptions before you are discharged from the hospital and offer convenient delivery to your room in the hospital before you go. Please let your nurse know if you would like to take advantage of our discharge delivery service at no additional cost. Northland Pharmacy can be reached at **218.249.2460**.

Photos and Audio/Visual Recording

To protect patient privacy, St. Luke's does not allow patients or visitors to take photographs or audio/video recordings without consent of the person being photographed/recorded. St. Luke's reserves the right to ask the family to stop taking photographs and audio/video recordings at any time.

Reading Materials

We are happy to lend you books and magazines during your stay. Just ask your nurse to call the Volunteer Office Monday–Friday at **218.249.5344**.

Religious/Spiritual Needs

We want to make sure that spiritual needs are met during your stay. Please let your nurse know if you would like a visit from a hospital chaplain. Hospital chaplains are available around the clock. Also, at your request, your congregation, spiritual community or clergy will be notified of your admission. The hospital chapel, located on 2 Center, is open 24 hours for prayer and meditation.

Security

St. Luke's has uniformed security staff on duty 24/7. In addition to emergency responses, security officers assist in escorting patients and visitors to and from vehicles and with vehicle assists, including jump-start and lock-out. Requests for assistance may be made by calling **218.249.5537**.

Smoking/Vaping/Chew

For the health of our patients, visitors, and staff, St. Luke's is a tobacco-free campus.

St. Luke's and Duluth City Ordinance prohibits all smoking and vaping within 100 feet of a hospital or medical facility, including sidewalks and public areas.

Telephone

Most patient rooms have a unique telephone number, and family and friends may call you directly. Your direct number is on the wall in your room. For ICU patients, callers must call the nurses' station first; incoming calls that come to the switchboard will be transferred to your room.

- **Local calls.** There is no charge for local calls. Dial "9," wait for a dial tone, then dial the number.
- **Long distance calls.** Available with a phone card or by calling collect. Long distance calls cannot be put on your hospital bill. To make a long distance call, dial extension "1234" and follow the options.

Television

St. Luke's provides a television (TV) that you can operate from your bedside console. You can request a list of stations from our staff.

The C.A.R.E. Channel, Channel 99—As part of St. Luke's commitment to improve the patient experience and create a healing environment for patients, The C.A.R.E. Channel is available on televisions in St. Luke's Hospital patient rooms. TVs go directly to The C.A.R.E. Channel, Channel 99, when turned on. The C.A.R.E. Channel is a 24-hour continuous broadcast of stunning nature videos and instrumental music. Watching or listening to the C.A.R.E. Channel may help you relax during the day and fall asleep at night. The C.A.R.E. Channel is funded, in part, by St. Luke's Volunteers.

Temperature Control

Each inpatient room has a thermostat on the wall. Please adjust to your liking. If you need any help, please ask your care team.

Visitors

Visitors play an important role in your recovery. They can act as companions, advocates and helpers. You may receive any visitor you want. You can also choose to not have visitors or only have certain individuals visit you.

A hospital stay is also a time for recuperation and we ask that visitors respect your need to rest. There are some circumstances in which it is necessary to limit visitors.

Our Visitor Policy is regularly updated to ensure the safety of everyone. For the current visitor policy, visit slhduluth.com/visitors or ask your nurse if you have any questions.

In general, our visiting guidelines are:

- People who are sick, have a cold or the flu are discouraged from visiting and may not be allowed to enter, based on policies at the time of visit. You are encouraged to remain connected with these individuals with phone or video calls. Ask a staff person if you need assistance.
- We reserve the right to ask others to wear a mask or leave if we feel the safety, security, or healing process of our patients is at risk.
- To help maintain a quiet, healing environment for all patients, we encourage you to only have one or two visitors at a time regardless of how many total visitors are allowed.
- Children under 14 must be accompanied by an adult.
- A visit may need to be interrupted to provide care or a diagnostic procedure.
- Visitors need to respect your roommate's need for rest and privacy.
- Overnight stays by visitors are not routine, but may be accommodated in special circumstances with the approval of the nurse in charge.

Volunteers

More than 90 volunteers give generously of their time to St. Luke's. They greet, provide information and directions, staff our waiting areas and Marketplace: Food and Gifts, pick up and deliver business mail to departments, assist staff with clerical work and projects, make handmade items for patients, and more. College students also volunteer in several departments/areas at St. Luke's. If you are interested in learning about volunteer opportunities at St. Luke's, call **218.249.5344**.

Wireless/St. Luke's Guest Access

WiFi is available throughout St. Luke's for mobile devices, including cell phones, tablets and laptops.

For the current visitor policy:
slhduluth.com/visitors

For Your Safety

Your safety is important to us. St. Luke's has received several top honors for our careful attention to patient safety.

Ask, Listen and Learn: Effective Communication for a Safer Healthcare Experience

It's important for you to be an active member of your healthcare team. Research shows that patients who are involved in their care decisions tend to have better results. Here are some tips:

Become a more informed healthcare consumer.

- If you do not understand a treatment, test, medication instructions or your diagnosis, please tell your doctor or other staff member. Keep asking questions until you understand.
- Speak up if you have questions or concerns.
- Find out who is in charge of your care.
- Ask a family member or friend to be with you to ask questions if you can't and to serve as your personal representative.
- Ask why a test or treatment is needed and how it can help you.
- To avoid infection, ask healthcare workers who have direct contact with you whether they washed their hands.
- When you are discharged, ask your doctor or nurse to explain your home treatment plan, including medications.

Keep track of your medical history and medications.

- Keep a list of all medications, dietary supplements and vitamins that you are currently taking.
- Make sure that all health professionals involved in your care know your medical history, including all medical conditions, illnesses, immunizations, allergies, hospitalizations, medications, vitamins, dietary supplements, and any reactions or sensitivities you have had.
- Write down the names and phone numbers of your doctors, clinics and pharmacies for quick and easy reference.

Work with your doctor and other healthcare professionals as a team.

- If you are having surgery, make sure that you, your doctor and surgeon all agree and are clear on exactly what will be done.
- Before surgery, ask your surgeon or other staff member to make a mark with a pen on the part of your body where the surgery will happen.
- Follow your doctor's instructions.
- As part of providing you with excellent care, a member of our nursing staff will check on you approximately every hour. Please be sure to tell them if you have concerns or need anything.
- You know yourself and your loved one better than anyone else. If you see a medical need, talk with your nurse or doctor right away. If there is an emergency, dial 5220 from a St. Luke's phone. Immediately begin speaking. Say "Rapid response," state your room number, and describe the emergency.

For your safety, please do not leave the unit in which you are staying.

Your Role in Recovery

Recovery is hard work. As a patient, you have an important role to play in your recovery. By taking an active role, you can enhance your own recovery. Your nurses will show you how to help yourself in your care. Because your family is also important in making sure your recovery goes well, the healthcare team may involve family members in this process.

Safe Mobility While You Are in the Hospital

Maintaining and maximizing your activity level during your hospital stay is an important part of recovery and returning home. Staff will work with you to keep you as active as possible during your stay, while keeping you safe. During this process they will perform ongoing assessments of your ability and need to get out of bed, as well as your ability to move safely on your own, if possible, or with assistance. There may be an initial or ongoing need to use safe patient handling equipment to help move you from one surface to another (such as getting from a chair back to bed). This equipment is for your safety to prevent falls and for the safety of staff. Let us know if you have any questions or concerns about an appropriate activity level while you are in the hospital, as well as questions about moving safely.

Fall Prevention

Please do not hesitate to call for assistance. We are here to help. Here are some suggestions to prevent falls:

Call. Don't Fall!

- Call for assistance when you need help with toileting.
- Have necessary items, such as your phone, tissues, water pitcher and call button, within reach.
- Use your call button for assistance to get things that are beyond your reach.
- Hold on to the handrail in the bathroom.

Getting Out of Bed

- Get up slowly from your bed or chair to prevent dizziness. Sit on the side of the bed for a few minutes before standing up. If you feel weak or dizzy when sitting up, call for help by pushing the call button. Your nurse will be happy to assist you.
- The side rails attached to your bed are for your protection. Always ask someone to lower them before you attempt to get out of bed.
- Pay special attention to any tubing, catheters or other loose objects so you don't trip.
- Use only stationary objects to help steady yourself. Don't use your IV pole, tray table or wheelchair, as these could move.

When You're Up

- If you have glasses or hearing aids, please use them.
- Walk close to the wall, using the railing for support.
- When recommended, use a walker, cane or wheelchair.
- Move your joints and muscles as much as possible.
- Wear nonskid footwear. Avoid loose-fitting shoes such as flip-flops.
- Report spills or hazardous conditions to your nurse so they can be cleaned up quickly.
- Follow your doctor's orders and your nurse's instructions about activity limitations.
- Remain on the nursing unit throughout your stay.

If You Fall

- Try to remain calm.
- Call for help. Use the call button, if possible.
- Don't get up on your own—you may be injured. Stay where you are and wait for help to arrive.



As part of providing you with excellent care, a member of our nursing staff will check on you on a regular basis.

Fire Drills

St. Luke's holds periodic fire drills. Please do not be alarmed if a fire drill takes place. During a drill, patients and visitors are asked to stay in their rooms with the door closed. If necessary, someone will assist you in leaving your room.

Identification

Please bring your photo ID and insurance card.

One of many safeguards we have in place is for staff to ask your name and birthdate and check your ID band before they give you any medications or draw blood, or before you have any treatment or procedure. Please keep your ID band on your wrist while you are in the hospital. Also, all hospital staff and volunteers wear a name badge that includes their name, department and photo. You have the right to know who is caring for you. If you have any concerns about a person's identity, talk to your nurse.

Infection Prevention and Control

Hand Washing

As a patient in a healthcare setting, you are at risk of getting an infection while you are being treated for something else. Hand washing is the most important thing that healthcare workers, patients and visitors can do to reduce this risk and prevent the spread of infection. Our caregivers are trained to wash their hands before and after they provide care, using either soap and water or an alcohol-based sanitizer. If you are uncertain about whether your caregivers have washed their hands, ask them. Your hands can spread germs too, so protect yourself by cleaning your hands often.

Precautions

In many different healthcare settings, transmission-based precautions are used to help stop the spread of germs from one person to another. The goal is to protect patients, their families, other visitors and healthcare workers—and stop germs from spreading across a healthcare setting.

There are three different types of transmission precautions:

Contact Precautions—used for infections, diseases, or germs that are spread by touching the patient or items in the room (examples: MRSA, VRE, diarrheal illnesses, open wounds, RSV).

Droplet Precautions—used for diseases or germs that are spread in tiny droplets caused by coughing and sneezing (examples: influenza, whooping cough, bacterial meningitis).

Airborne Precautions—used for diseases or very small germs that are spread through the air from one person to another (examples: tuberculosis, measles, chickenpox).

If you or a family member has been placed on transmission precautions, there will be a sign on your door to remind visitors and healthcare workers which precautions are needed. It is important to understand what this means for you and what you should expect from the hospital staff.

All healthcare workers should follow the isolation precautions. In some cases, this means visitors (and visits) may have to be restricted. All visitors should wash their hands before entering and upon exiting the room.



It's important for you to be an active member of your healthcare team. Research shows that patients who are involved in their care decisions tend to have better results.

Sign up for St. Luke's myCare patient portal for convenient access to your medical information 24/7.

Learn how to sign up for St. Luke's myCare on page 6.

Pain Management

Because St. Luke's cares about your comfort, we take a team approach to managing your pain. Both you and our staff have responsibilities to help manage pain.

You have the right to expect that:

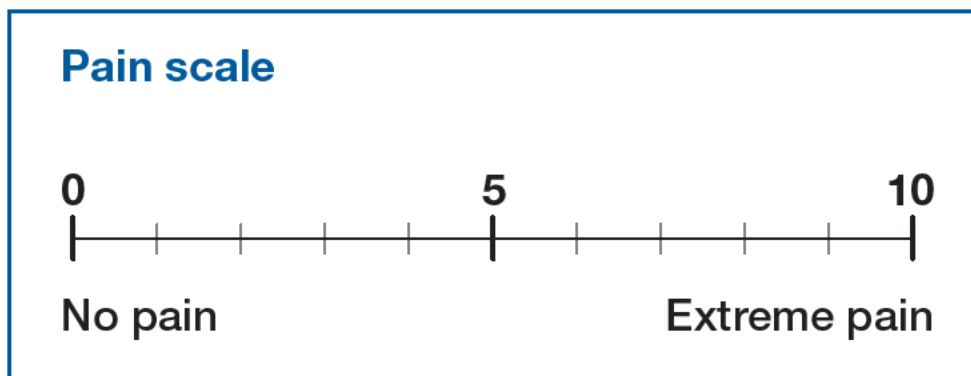
- We will ask you about your pain and inform you of pain relief measures.
- We are concerned with preventing pain.
- We will respond to your reports of pain.
- We will use care, compassion and the latest technology to manage your pain.
- Staff who are dedicated to pain relief will be available to help you.
- We will believe your reports of pain.

You have the responsibility to:

- Ask about pain that may occur during procedures.
- Ask how pain can be relieved.
- Tell your caregiver when your pain first begins.
- Help your doctors and nurses measure how much pain you are having.
- Report any pain that is unrelieved in the timeframe that was discussed.
- Discuss any fears of addiction with us.

Are You Having Pain?

We want to know about your pain. The pain scale diagram below is useful to describe your pain so your doctor can determine if your current treatment is working, how to treat your pain, and/or whether you need a change of treatment. We encourage you to use this scale when you describe your pain to your doctor, nurse or family members. Your family members are great resources to us when we ask about your ability to tolerate pain.



Going Home

Discharge

Planning for your discharge begins at the time of your admission. One of our goals is to understand and meet your needs to make your discharge from our facility as smooth as possible. You can help us in this process by letting your nurse or case manager know of any special needs you may have, such as equipment or transportation. The following information will help you and your family or caregivers plan ahead for your discharge.

Northland Pharmacy can fill your prescriptions for you when you are discharged from the hospital, if you so choose. They offer convenient delivery to your hospital room. If you chose to get your prescriptions filled from Northland Pharmacy at discharge, you are still able to get remaining refills at the pharmacy of your choice. Please let your nurse know if you would like to take advantage of our discharge delivery service from Northland Pharmacy.

You should make arrangements with a family member or friend to help you when it's time to go home.

Discharge times vary for each patient depending upon the care they received and will need when they go home. Our goal for discharge is 11 am. You should discuss your discharge time with your doctor or nurse the day before you are scheduled to go home. St. Luke's does not provide transportation home, so coordinate a ride home with a family member, friend or caregiver. We want to ensure you arrive home safely, so staff may ask what type of vehicle will be used to transport you at discharge. The unit nurse and case manager can also be of assistance.

Your doctor or nurse will give you detailed discharge instructions about your post-hospital care. If you do not understand your instructions or have questions about your diet, medications or activities, speak up and ask questions.

Before you leave the hospital, we will make sure you:

- Understand how to care for yourself after you leave the hospital.
- Understand how to obtain necessary medications and durable medical equipment.
- Reclaim any valuables placed in safekeeping.
- Have transportation home.
- Have someone to call if you have questions.

Home Care and Hospice

St. Luke's Home Care and Hospice Duluth® can provide additional care in your home after you are discharged from the hospital. Experienced, caring staff provide nursing, therapy and personal care services. Home telemonitoring is also available. Medically necessary services ordered by your doctor are generally covered by Medicare, Medicaid or private insurance. Home care services are also available on a private pay basis.

Our Medicare-certified hospice program is available to terminally ill patients and their caregivers in their homes, nursing homes and assisted living facilities. In a crisis, services can be provided on the Hospice Inpatient unit at St. Luke's Hospital on a short-term basis. An experienced team of hospice-trained staff and volunteers provide support and management of symptoms, focusing on quality of life and comfort.

For more information, call St. Luke's Home Care at **218.249.6111** or Hospice Duluth at **218.249.6100**.

Inpatient Rehabilitation Unit

St. Luke's Inpatient Rehabilitation Unit, accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF), provides programs and services for patients who have suffered functional loss due to a disabling illness or injury. Located on 8 West, St. Luke's Inpatient Rehabilitation Unit is staffed with experienced professionals committed to helping patients regain independence. Personalized care is designed around the individual's needs. If your doctor determines that you need rehab before you are able to return home, please call **218.249.5351** or ask your nurse or case manager for a visit from the Admissions Coordinator.

St. Luke's Foundation

St. Luke's Foundation provides financial support to St. Luke's and the region it serves to advance patient care, health education and clinical research. Patients and families often find joy in honoring a loved one or expressing gratitude to a healthcare provider or caregiver. Your gift, no matter the size, directly benefits the patients of St. Luke's. All contributions are tax-deductible and will be used in areas where there is the greatest need, or restricted for a particular use based on your intent. Please consult with St. Luke's Foundation if you would like to discuss philanthropic opportunities or if you have named St. Luke's Foundation in your will. For more information, call **218.249.2543** or visit slhduluth.com/foundation.

Understanding Your Hospital Bill

Billing Process

We will send you a summary of the patient services provided on your billing statement. Detailed statements are available upon request.

A claim will be sent to your primary insurance company shortly after your services are complete. After your insurance company receives the claim, they may contact you for additional information. Please respond to questions as quickly as possible. It usually takes 30-45 days for your insurance company to pay your claim. If you have secondary insurance, we will also bill them. After all insurance payments are received, any remaining balances are your responsibility. You will receive a bill for the balance. If you need assistance or to discuss terms of paying account balances, please call **866.689.2085**.

Please keep in mind that your policy is a binding agreement between you and your insurance company. If you did not follow your insurance plan's terms, it may not pay for all or part of your care. You are responsible for any charges your insurance company does not pay.

If you have questions on whether the insurance company has paid your bill, you can contact your insurance company or call our customer service line at **218.249.5260** or **866.293.2960**.

Other Bills Related to Your Hospital Stay or Service

If you have inquiries related to a specific bill, please call the number listed on the statement you receive. You may receive bills related to your physician services, durable medical equipment (DME), lab services, anesthesia or radiology procedures, including separate bills for reading and interpreting tests.

Financial Assistance Program

St. Luke's is committed to providing financial assistance to persons who have healthcare needs and are uninsured, underinsured, ineligible for a government program, or otherwise unable to pay.

We are here to assist you if you are unable to pay all or part of your St. Luke's medical bill and answer questions you may have regarding your bill.

St. Luke's Hospital	St. Luke's Clinics
218.249.5340	218.249.6870
866.303.5340	

Program Guidelines

- Must pertain to medically necessary care provided by St. Luke's
- Services not billed by St. Luke's are not eligible for this program
- Must pertain to services provided within the last 12 months
- This is not an insurance program

Financial Assistance Program Qualifications

- Based on a sliding scale:
 - 100% discount if household income is less than 100% of Federal Poverty Guidelines (FPG)
 - 90% discount if household income is between 101% and 150% of FPG
 - 75% discount if household income is between 151% and 200% of FPG
 - Greater of amounts generally billed or 50% discount if household income is between 201% and 300% of FPG
- The value of your assets is at or below \$10,000 for a single person and \$20,000 for a household of two or more
- Application is completed, along with required documents
- Eligibility is determined after reviewing your financial circumstances

How to Apply

There are three ways to receive a Financial Assistance Application:

- Call St. Luke's at **218.249.5340** or **866.303.5340** and provide your mailing address
- Go online to **slhduluth.com/assistance**
- Pick up an application or receive help completing it from any clinic registration desk or the Financial Counselor Office, St. Luke's Hospital, 915 E. 1st Street, Duluth, MN 55805.

Billing Information

Before any medical appointment, check with your insurance company for coverage requirements, including whether a referral or prior authorization is needed.

If you do not have insurance, you may qualify for Medical Assistance through your county or state.

St. Luke's will bill your insurance for charges related to your visit. You will be billed for any remaining balance.

You will not be charged more than the amounts generally billed for emergent and medically necessary care.

If you are unable to pay the balance in full or have questions regarding your coverage, please contact a St. Luke's representative at **218.249.5340**.

A collection agency may be used when balances go unpaid.

Zero Interest Patient Financing

As a benefit to our patients, the ClearBalance® program is a patient-friendly payment option to help you pay your bill at St. Luke's. The program is a zero-interest revolving credit account with flexible payment terms. Use the ClearBalance program to manage out-of-pocket expenses, including deductibles and insurance copayments. For more information call **218.249.5340** or **866.303.5340**.



Patients shall be given complete and current information concerning their diagnosis, treatment, alternatives, risks and prognosis.

Patient Rights and Responsibilities

St. Luke's Supports These Patient Responsibilities:

- Being considerate of other patients by limiting your visitors and maintaining a quiet atmosphere, such as keeping the volume low on your television.
- Providing your caregivers with complete information on matters relating to your health, including a list of your current medications.
- Reporting any unexpected changes in your care or medical condition.
- Reporting any safety concerns or perceived risks about your care to a staff member or the patient advocate at **218.249.5400**.
- Asking questions to clarify when you do not understand what your physician or nurses have told you.
- Questioning any medications or treatment that you are not aware of or do not understand.
- Reporting any concerns about your ability to follow and comply with treatment.
- Reporting noise disturbances, unusual odors or potentially unsafe equipment.
- Using medical supplies appropriately and respecting hospital property.

Compassion and Safety

Thank you for coming to St. Luke's. We promote healing and patient-centered care with grace, kindness and empathy. Please do the same for those around you.

- Violence, foul language and abusive behavior toward staff, patients and visitors will not be tolerated.
- Offensive or inappropriate designs on clothing are not allowed.

To support a healing environment, non-compliance will result in interventions, which may include prosecution.

Healthcare Directives

Under the Patient Self-Determination Act, you have the right to make decisions about your care. If you choose to have a healthcare directive (also called a living will or durable power of attorney), please make those arrangements before you come to the hospital and bring a copy of this document with you. For information about healthcare directives, call St. Luke's Case Management at **218.249.5674**.

Educational presentations about healthcare directives are held on a regular basis at St. Luke's. For more information, contact St. Luke's Education Department at **218.249.5527**.

Minnesota Patients' Bill of Rights

Legislative Intent

It is the intent of the Legislature and the purpose of this statement to promote the interests and well-being of the patients of healthcare facilities. No healthcare facility may require a patient to waive these rights as a condition of admission to the facility. Any guardian or conservator of a patient or, in the absence of a guardian or conservator, an interested person, may seek enforcement of these rights on behalf of a patient. An interested person may also seek enforcement of these rights on behalf of a patient who has a guardian or conservator through administrative agencies or in probate court or county court having jurisdiction over guardianships and conservatorships. Pending the outcome of an enforcement proceeding the healthcare facility may, in good faith, comply with the instructions of a guardian or conservator. It is the intent of this section that every patient's civil and religious liberties, including the right to independent personal decisions and knowledge of available choices, shall not be infringed and that the facility shall encourage and assist in the fullest possible exercise of these rights.

Definitions

For the purposes of this statement, "patient" means a person who is admitted to an acute care inpatient facility for a continuous period longer than 24 hours, for the purpose of diagnosis or treatment bearing on the physical or mental health of that person. "Patient" also means a minor who is admitted to a residential program as defined in Section 7, Laws of Minnesota 1986, Chapter 326. For purposes of this statement, "patient" also means any person who is receiving mental health treatment on an outpatient basis or in a community support program or other community-based program.

Public Policy Declaration

It is declared to be the public policy of this state that the interests of each patient be protected by a declaration of a patient's bill of rights which shall include but not be limited to the rights specified in this statement.

1. Information about Rights

Patients shall, at admission, be told that there are legal rights for their protection during their stay at the facility or throughout their course of treatment and maintenance in the community and that these are described in an accompanying written statement of the applicable rights and responsibilities set forth in this section. In the case of patients admitted to residential programs as defined in Section 7, the written statement shall also describe the right of a person 16 years old or older to request release as provided in Section 253B.04, Subdivision 2, and shall list the names and telephone numbers of individuals and organizations that provide advocacy and legal services for patients in residential programs. Reasonable accommodations shall be made for those with communication impairments, and those who speak a language other than English. Current facilities policies, inspection findings of state and local health authorities, and further explanation of the written statement of rights shall be available to patients, their guardians or their chosen representatives upon reasonable request to the administrator or other designated staff person, consistent with chapter 13, the Data Practices Act, and Section 626.557, relating to vulnerable adults.

2. Courteous Treatment

Patients have the right to be treated with courtesy and respect for their individuality by employees of or persons providing service in a health care facility.

3. Appropriate Health Care

Patients shall have the right to appropriate medical and personal care based on individual needs. This right is limited where the service is not reimbursable by public or private resources.

4. Physician's Identity

Patients shall have or be given, in writing, the name, business address, telephone number, and specialty, if any, of the physician responsible for coordination of their care. In cases where it is medically inadvisable, as documented by the attending physician in a patient's care record, the information shall be given to the patient's guardian or other person designated by the patient as his or her representative.

5. Relationship with Other Health Services

Patients who receive services from an outside provider are entitled, upon request, to be told the identity of the provider. Information shall include the name of the outside provider, the address, and a description of the service which may be rendered. In cases where it is medically inadvisable, as documented by the attending physician in a patient's care record, the information shall be given to the patient's guardian or other person designated by the patient as his or her representative.

6. Information about Treatment

Patients shall be given by their physicians complete and current information concerning their diagnosis, treatment, alternatives, risks and prognosis as required by the physician's legal duty to disclose. This information shall be in terms and language the patients can reasonably be expected to understand. Patients may be accompanied by a family member or other chosen representative, or both. This information shall include the likely medical or major psychological results of the treatment and its alternatives. In cases where it is medically inadvisable, as documented by the attending physician in a patient's medical record, the information shall be given to the patient's guardian or other person designated by the patient as his or her representative. Individuals have the right to refuse this information.

Every patient suffering from any form of breast cancer shall be fully informed, prior to or at the time of admission and during his or her stay, of all alternative effective methods of treatment of which the treating physician is knowledgeable, including surgical, radiological, or chemotherapeutic treatments or combinations of treatments and the risks associated with each of those methods.

7. Participation in Planning Treatment

Notification of Family Members:

(a) Patients shall have the right to participate in the planning of their health care. This right includes the opportunity to discuss treatment and alternatives with individual caregivers, the opportunity to request and participate in formal care conferences, and the right to include a family member or other chosen representative, or both. In the event that the patient cannot be present, a family member or other representative chosen by the patient may be included in such conferences. A chosen representative may include a doula of the patient's choice.

(b) If a patient who enters a facility is unconscious or comatose or is unable to communicate, the facility shall

make reasonable efforts as required under paragraph (c) to notify either a family member or a person designated in writing by the patient as the person to contact in an emergency that the patient has been admitted to the facility. The facility shall allow the family member to participate in treatment planning, unless the facility knows or has reason to believe the patient has an effective advance directive to the contrary or knows the patient has specified in writing that they do not want a family member included in treatment planning. After notifying a family member but prior to allowing a family member to participate in treatment planning, the facility must make reasonable efforts, consistent with reasonable medical practice, to determine if the patient has executed an advance directive relative to the patient's health care decisions. For purposes of this paragraph, "reasonable efforts" include:

- (1) examining the personal effects of the patient;
- (2) examining the medical records of the patient in the possession of the facility;
- (3) inquiring of any emergency contact or family member contacted whether the patient has executed an advance directive and whether the patient has a physician to whom the patient normally goes for care; and
- (4) inquiring of the physician to whom the patient normally goes for care, if known, whether the patient has executed an advance directive. If a facility notifies a family member or designated emergency contact or allows a family member to participate in treatment planning in accordance with this paragraph, the facility is not liable to the patient for damages on the grounds that the notification of the family member or emergency contact or the participation of the family member was improper or violated the patient's privacy rights.

(c) In making reasonable efforts to notify a family member or designated emergency contact, the facility shall attempt to identify family members or a designated emergency contact by examining the personal effects of the patient and the medical records of the patient in the possession of the facility. If the facility is unable to notify a family member or designated emergency contact within 24 hours after the admission, the facility shall notify the county social service agency or local law enforcement agency that the patient has been admitted and the facility has been unable to notify a family member or designated emergency contact. The county social service agency and local law enforcement agency shall assist the facility in identifying and notifying

a family member or designated emergency contact. A county social service agency or local law enforcement agency that assists a facility is not liable to the patient for damages on the grounds that the notification of the family member or emergency contact or the participation of the family member was improper or violated the patient's privacy rights.

8. Continuity of Care

Patients shall have the right to be cared for with reasonable regularity and continuity of staff assignment as far as facility policy allows.

9. Right to Refuse Care

Competent patients shall have the right to refuse treatment based on the information required in Right No. 6. In cases where a patient is incapable of understanding the circumstances but has not been declared incompetent, or when legal requirements limit the right to refuse treatment, the conditions and circumstances shall be fully documented by the attending physician in the patient's medical record.

10. Experimental Research

Written, informed consent must be obtained prior to patient's participation in experimental research. Patients have the right to refuse participation. Both consent and refusal shall be documented in the individual care record.

11. Freedom from Maltreatment

Patients shall be free from maltreatment as defined in the Vulnerable Adults Protection Act. "Maltreatment" means conduct described in Section 626.5572, Subdivision 15, or the intentional and non-therapeutic infliction of physical pain or injury, or any persistent course of conduct intended to produce mental or emotional distress. Every patient shall also be free from nontherapeutic chemical and physical restraints, except in fully documented emergencies, or as authorized in writing after examination by a patient's physician for a specified and limited period of time, and only when necessary to protect the patient from self-injury or injury to others.

12. Treatment Privacy

Patients shall have the right to respectfulness and privacy as it relates to their medical and personal care program. Case discussion, consultation, examination, and treatment are confidential and shall be conducted discreetly. Privacy shall be respected during toileting, bathing, and other activities of personal hygiene, except as needed for patient safety or assistance.

13. Confidentiality of Records

Patients shall be assured confidential treatment of their personal and medical records, and may approve or refuse their release to any individual outside the facility. Copies of records and written information from the records shall be made available in accordance with this subdivision and Section 144.335. This right does not apply to complaint investigations and inspections by the department of health, where required by third party payment contracts, or where otherwise provided by law.

14. Disclosure of Services Available

Patients shall be informed, prior to or at the time of admission and during their stay, of services which are included in the facility's basic per diem or daily room rate and that other services are available at additional charge. Facilities shall make every effort to assist patients in obtaining information regarding whether the Medicare or Medical Assistance program will pay for any or all of the aforementioned services.

15. Responsive Service

Patients shall have the right to a prompt and reasonable response to their questions and requests.

16. Personal Privacy

Patients shall have the right to every consideration of their privacy, individuality, and cultural identity as related to their social, religious, and psychological well-being.

17. Grievances

Patients shall be encouraged and assisted, throughout their stay in a facility or their course of treatment, to understand and exercise their rights as patients and citizens. Patients may voice grievances and recommend changes in policies and services to facility staff and others of their choice, free from restraint, interference, coercion, discrimination, or reprisal, including threat of discharge. Notice of the grievance procedure of the facility or program, as well as addresses and telephone numbers for the Office of Health Facility Complaints and the area nursing home ombudsman pursuant to the Older Americans Act, Section 307 (a)(12), shall be posted in a conspicuous place.

Every acute care inpatient facility, every residential program as defined in Section 7, and every facility employing more than two people that provides outpatient mental health services shall have a written internal grievance procedure that, at a minimum, sets forth the process to be followed; specifies time limits, including time limits for facility response; provides for the patient to have the

assistance of an advocate; requires a written response to written grievances; and provides for a timely decision by an impartial decision-maker if the grievance is not otherwise resolved. Compliance by hospitals, residential programs as defined in Section 7 which are hospital-based primary treatment programs, and outpatient surgery centers with Section 144.691 and compliance by health maintenance organizations with Section 62D.11 is deemed to be in compliance with the requirement for a written internal grievance procedure.

18. Communication Privacy

Patients may associate and communicate privately with persons of their choice and enter and, except as provided by the Minnesota Commitment Act, leave the facility as they choose. Patients shall have access, at their expense, to writing instruments, stationery, and postage. Personal mail shall be sent without interference and received unopened unless medically or programmatically contraindicated and documented by the physician in the medical record. There shall be access to a telephone where patients can make and receive calls as well as speak privately. Facilities which are unable to provide a private area shall make reasonable arrangements to accommodate the privacy of patients' calls. This right is limited where medically inadvisable, as documented by the attending physician in a patient's care record. Where programmatically limited by a facility abuse prevention plan pursuant to the Vulnerable Adults Protection Act, Section 626.557, Subdivision 14, Paragraph (b), this right shall also be limited accordingly.

19. Personal Property

Patients may retain and use their personal clothing and possessions as space permits, unless to do so would infringe upon rights of other patients, and unless medically or programmatically contraindicated for documented medical, safety, or programmatic reasons. The facility may, but is not required to, provide compensation for or replacement of lost or stolen items.

20. Services for the Facility

Patients shall not perform labor or services for the facility unless those activities are included for therapeutic purposes and appropriately goal-related in their individual medical record.

21. Protection and Advocacy Services

Patients shall have the right of reasonable access at reasonable times to any available rights protection services and advocacy services so that the patient may receive assistance in understanding, exercising, and protecting the rights described in this Section and in other law. This right shall include the opportunity for private communication between the patient and a representative of the rights protection service or advocacy service.

22. Right to Communication Disclosure and Right to Associate

Upon admission to a facility, where federal law prohibits unauthorized disclosure of patient identifying information to callers and visitors, the patient, or the legal guardian or conservator of the patient, shall be given the opportunity to authorize disclosure of the patient's presence in the facility to callers and visitors who may seek to communicate with the patient. To the extent possible, the legal guardian or conservator of the patient shall consider the opinions of the patient regarding the disclosure of the patient's presence in the facility.

The patient has the right to visitation by an individual the patient has appointed as the patient's health care agent under chapter 145C and the right to visitation and health care decision making by an individual designated by the patient under paragraph 22.

Upon admission to a facility, the patient or the legal guardian or conservator of the patient must be given the opportunity to designate a person who is not related who will have the status of the patient's next of kin with respect to visitation and making a health care decision. A designation must be included in the patient's health record. With respect to making a health care decision, a health care directive or appointment of a health care agent under chapter 145C prevails over a designation made under this paragraph. The unrelated person may also be identified as such by the patient or by the patient's family.

Inquiries or complaints regarding medical treatment or the Patients' Bill of Rights may be directed to:

Minnesota Board of Medical Practice
2829 University Ave. SE, Suite 400
Minneapolis, MN 55414-3246
612.617.2130 or 800.657.3709

Office of Health Facility Complaints

P.O. Box 64970
St. Paul, MN 55164-0970
651.201.4201 or 800.369.7994



More than 90 volunteers give generously of their time to support our patients, visitors and staff.

Inquiries regarding access to care or possible premature discharge may be directed to:

Ombudsman for Long-Term Care
PO Box 64971
St. Paul, MN 55164-0971
800.657.3591 or 651.431.2555 (metro)

Text provided by the Minnesota Hospital and Healthcare Partnership. Translation financed by the Minnesota Department of Health. For more information on this translation, or to obtain this information in a different format contact the Minnesota Department of Health at **651.201.4101**.

Rev. 07/01/2007

Notice of Privacy Practices

Effective Date: August 2, 2021

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED, AND HOW YOU CAN ACCESS THIS INFORMATION. PLEASE REVIEW THIS INFORMATION CAREFULLY.

All references to St. Luke's in this notice include St. Luke's, Lake View and St. Luke's Pavilion Surgery Center. If you have any questions, contact St. Luke's Privacy Officer at 218.249.5555 or 1.800.321.3790.

Each time you visit a hospital, physician or other healthcare provider, a record of your visit is made. Typically, this record contains your symptoms, examination and test results, diagnoses, treatment, a plan for future care or treatment, and billing-related information. This notice applies to all of the records of your care generated by St. Luke's, whether made by St. Luke's personnel or agents of St. Luke's.

Our Responsibilities

We are required by law to keep your health information private and to provide you a description of our privacy practices. We will follow the terms of this notice and notify you if we cannot agree to a restriction you request. We will accommodate reasonable requests you make to communicate health information by alternative means or to alternative locations.

Uses and Disclosures

The following are examples of how we use and disclose your medical information.

For Treatment: We may use your medical information to give you appropriate treatment or services. This means your medical information may be shared with doctors, nurses, technicians, medical students or other St. Luke's staff who are involved in taking care of you. For example, a doctor treating you for a broken leg may need to know if you have diabetes because diabetes may slow the healing process. We may share your medical information to coordinate the care you may need, such as prescriptions, lab work, meals and X-rays. We may also provide your doctor or a subsequent healthcare provider with copies of various reports that will help them provide ongoing care to you.

For Payment: We may use and disclose information about your treatment and services to bill and collect payment from you, your insurance company or a third-party payer. For example, we may need to give your insurance company information about your surgery so they will pay us or reimburse you for the treatment. We may also tell your insurance provider about treatment you are going to receive to determine whether they will cover it. You have the right to request restrictions on information disclosures to your insurance provider for services paid out-of-pocket in full and disclosure is not otherwise required by law.

For Health Care Operations: We may use your health records to assess care and outcomes in your case and others like it. We do this to continually improve the quality of care for all patients we serve. For example, we may combine medical information about many patients to evaluate the need for new services or treatments. We may also disclose this information to doctors, nurses and students for educational purposes.

We may also use and disclose your medical information for the following:

- To remind you that you have an appointment for medical care;
- To assess your satisfaction with our services;
- To tell you about possible treatment alternatives;
- To tell you about health-related benefits or services;
- For health department or regulatory agency activities relating to improving health;
- For population-based monitoring and review.

Business Associates: There are some services provided in our organization through contracts with business associates. Examples include physician radiology services, certain laboratory tests and companies that we contract with for billing. When these services are contracted, we may disclose your health information to our business associate so that they can perform the job we've asked them to do. To protect your health information, however, we require that all of our business associates appropriately safeguard your information.

Directory: While you are a patient at the hospital, we may include limited information about you in the hospital directory. This may include your name, location in the hospital, your general condition (good, fair, serious, critical) and your religious affiliation. This information may be provided to members of the clergy, volunteers for the delivery of cards or flowers, and to other people who ask for you by name. If you would like to opt out of being in the directory, please notify the admissions staff.

For Health Information Exchanges: We may participate in one or more electronic health information exchange, record locator or patient information service. These allow us to exchange health information about you with other participating providers and their business associates. In order for us to do this, the provider must have a treatment relationship with you. For example, we may notify your primary care provider when you are admitted to the hospital, or we may give a doctor providing care to you access to our records so they can treat you. If you would like to opt out of the electronic health information exchange, please request the Health Information Exchange Authorization form from the admissions staff.

Individuals Involved in Your Care or Payment for Your Care: In certain circumstances, we may have to release medical information about you to a family member or friend who is involved in your medical care or to someone who helps pay for your care. In addition, if you are a victim of a disaster, we may disclose medical information about you to an outside entity assisting in a disaster relief effort so that your family can be notified about your condition, status and location.

Research: Federal and state law permit the use and disclosure of health information for medical research purposes under certain circumstances. Your authorization will be obtained to use or disclose health information for research purposes, unless an exception to the authorization requirement applies. Exceptions include where the health information has been de-identified or where an Institutional Review Board has approved a waiver of authorization. In some situations, limited information may be used before approval of the research study to allow a researcher to determine whether enough patients exist to make a study scientifically valid. St. Luke's does not disclose individually identifiable health information to external researchers without authorization, and will only use such information for internal research purposes in accordance with applicable law.

Future Communications: We may communicate with you via newsletters, mailings or other means regarding treatment options, health-related information, disease management programs, fundraising, wellness programs, other community-based initiatives or activities our facility is participating in. You may contact St. Luke's and ask not to be included in future communications, if you wish.

Organized Health Care Arrangement: St. Luke's and the medical staff members have organized and are presenting you with this document as a joint notice. Information will be shared as necessary to carry out your treatment, payment and health care operations. Physicians and other care providers may have access to your past health information to plan current and ongoing treatment.

Law Enforcement/Legal Proceedings: We may disclose health information for law enforcement purposes as required by law or in response to a court order or search warrant.

As required by law, we may also use and disclose health information to the following types of entities, including but not limited to:

- Food and Drug Administration (FDA)
- Public Health or Legal Authorities charged with preventing or controlling disease, injury or disability
- Correctional Institutions
- Workers Compensation Agents
- Organ and Tissue Donation Organizations
- Health Oversight Agencies, such as Medicare or Medicaid
- Medical Examiners and Funeral Directors
- National Security and Intelligence Agencies
- Protective Services for the President and others

Your Health Information Rights

Although your health record is the physical property of the healthcare provider or facility that compiled it, **you have the right to:**

Inspect and Get Copies: You have the right to inspect and get paper or electronic copies of medical information that may be used to make decisions about your care. We may deny your request to inspect and get copies in certain limited circumstances. If you are denied access to medical information, you may request that the denial be reviewed. Another licensed health care professional chosen by St. Luke's will review your request and the denial. The person conducting the review will not be the person who denied your request. We will comply with the outcome of the review.

Amend: If you feel that medical information we have about you is incorrect or incomplete, you may ask us to amend the information. You have the right to request an amendment for as long as the information is kept by St. Luke's. We may deny your request for an amendment and if this occurs, you will be notified of the reason for the denial.

An Accounting of Disclosures: You have the right to request an accounting of disclosures that occurred in the six years prior to the date on which the accounting is requested. This is a list of the disclosures we make of medical information about you. The list will not include disclosures made for treatment, payment or healthcare operations.

Request Restrictions: You have the right to request a restriction or limitation on the medical information we use or disclose about you for treatment, payment or health care operations. You also have the right to request a limit on the medical information we disclose about you to someone who is involved in your care or the payment for your care, such as a family member or friend. All such requests must be in writing. We are not required to agree to your request. If we do agree, we will comply with your request unless the information is needed to provide you emergency treatment, you give us written permission to use or disclose the restricted information, if you decide or we decide to end the restriction, or as otherwise required by law. In addition, you have the right to request a restriction on disclosure of your information to your health plan if you have paid for the service in full and disclosure is not otherwise required by law.

Request Confidential Communications: You have the right to request that we communicate with you about medical matters in a certain way or at a certain location. We will agree to the request to the extent that it is reasonable for us to do so. For example, you can ask that we use an alternative address for billing purposes.

Privacy Breach Notification: You have the right to notification of a breach of unsecured protected health information.

To exercise any of your rights, please obtain the required forms from the Privacy Officer or from your physician or your physician's office staff and submit your request in writing.

Changes to This Notice

We reserve the right to change this notice. The revised or changed notice will be effective for information we already have about you as well as any information we receive in the future. Copies of the current notice will be available for pick up and will be posted at all registration sites. In addition, each time you register at a St. Luke's facility for treatment or healthcare services, a copy of the current notice in effect will be made available to you.

Complaints

If you believe your privacy rights have been violated, you may file a complaint with the hospital by contacting St. Luke's Privacy Officer at the telephone number or address provided below or with the Secretary of the Department of Health and Human Services. All complaints must be submitted in writing. You will not be penalized for filing a complaint.

Other Uses of Medical Information

Other uses and disclosures of medical information not covered by this notice or the laws that apply to us will be made only with your written permission. If you provide us permission to use or disclose medical information about you, you may revoke that permission, in writing, at any time. If you revoke your permission, we will no longer use or disclose medical information about you for the reasons covered by your written authorization. We are unable to take back any disclosures we have already made with your permission.

St. Luke's Privacy Officer

915 East First Street, Duluth, MN 55805
218.249.5555 or 1.800.321.3790

Nondiscrimination Policy & Accessibility

Notices Informing Individuals About Nondiscrimination and Accessibility Requirements

Discrimination is against the law.

St. Luke's complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

St. Luke's does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

St. Luke's provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters, and
- Written information in other formats (large print, audio, accessible electronic formats and other formats).

St. Luke's provides free language services to people whose primary language is not English, such as:

- Qualified interpreters, and
- Information written in other languages.

If you need these services, contact the St. Luke's Patient Advocate, using the contact information listed below.

If you believe that St. Luke's has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

St. Luke's Patient Advocate
915 E. 1st Street, Duluth, MN 55805
Phone: 218.249.5400
Fax: 218.249.5040
Email: PAdvocate@slhduluth.com

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, St. Luke's Patient Advocate is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, DC 20201
1.800.368.1019, 800.537.7697 (TDD)
Complaint forms are available at:
<http://www.hhs.gov/ocr/office/file/index.html>.

Albanian: KUJDES: Nëse ju flasin shqip, shërbimet e asistencës gjuha, pa pagesë, janë në dispozicion për ty. Ju lutemi të kërkonit ndihmë.

Amharic: አዳምጥ፡ አማርኛ፣ ከከፍተኛ ነፃ የቋንቋ እርዳታ አገልግሎቶች፣ የሚናገሩ ከሆነ፣ ለእርስዎ የሚገኙ ናቸው። እርዳታ ይጠይቁ።

Arabic: تنبيه: إذا كنت تتكلم العربية، وخدمات المساعدة اللغوية، مجاناً، تتوفر لك. الرجاء طلب المساعدة.

Chinese: 注意：如果你說中國話，語言協助服務，免費的，都可以給你。請尋求幫助。

Cushite (Oromo): Xiyeeffannaa: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama.

French: ATTENTION: Si vous parlez français, les services d'assistance de langues, gratuitement, sont à votre disposition. S'il vous plaît demander de l'aide.

German: ACHTUNG: Wenn Sie Deutsch sprechen, Sprachassistentendienste sind kostenlos, zur Verfügung. Bitte um Hilfe bitten.

Hindi: ध्यान दें: आप हिंदी, भाषा सहायता सेवाओं, नि: शुल्क बोलते हैं, तो आप के लिए उपलब्ध हैं। सहायता के लिए पूछें।

Hmong: XIM: Yog hais tias koj hais lus Hmoob, lus pab cov kev pab cuam, pub dawb, yog muaj rau koj. Thov nug kev pab.

Karen: LALE: Ne kwoj konono Kajin Majoi, kwomaron bok jerbai in jipañ ilo kajin ne am ejjeļok wõñāñ. Kaaļok

Korean: 주의 : 당신이 한국어, 무료 언어 지원 서비스를 말하는 경우 사용할 수 있습니다. 도움을 요청하시기 바랍니다.

Laotian (Lao): ຄວນລະວງ: ຖາຫາກວາທານເວາພາສາລາວ, ການບໍລິການການຊ່ວຍເຫຼືອພາສາ, ເສຍຄ່າໃຊ້ຈ່າຍ, ແມ່ນມີໃຫ້ເພື່ອທ່ານ. ກະລຸນາຂໍຄວາມຊ່ວຍເຫຼືອ.

Mon-Khmer, Cambodian: យកចិត្តទុកដាក់: ប្រសិនបើអ្នកនិយាយភាសាមនខ្មែរ, សេវាជំនួយភាសាដោយឥតគិតថ្លៃ, ដែលអាចប្រើបានទៅអ្នក។ សូមសួរសម្រាប់ការផ្តល់ជំនួយ។

Pennsylvanian Dutch: Wann du schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff:

Polish: UWAGA: Jeśli w języku polskim, usługi assistance językowych, bezpłatnie, są dostępne dla Ciebie. Proszę poprosić o pomoc.

Russian: ВНИМАНИЕ: Если вы говорите России, переводческие услуги, бесплатно, доступны для вас. Пожалуйста, обратитесь за помощью.

Spanish: Atencion: Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están disponibles para usted. Por favor pedir ayuda.

Tagalog: Paunawa: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Paki humingi ng tulong

Vietnamese: Chú ý: Nếu bạn nói tiếng Việt, các dịch vụ hỗ trợ ngôn ngữ, miễn phí, có sẵn cho bạn. Xin hỏi trợ giúp.

Useful Phone Numbers

Administration
218.249.5671

**Case Management/
Social Services**
218.249.5674

**Corporate Compliance
Hotline**
218.249.6025

Facility Assistants
218.249.4940

Financial Counselors
218.249.5340

Home Care
218.249.6111

Hospice Duluth
218.249.6100

Northland Pharmacy
218.249.2460

Operators
218.249.5555

Patient Advocate
218.249.5400

St. Luke's Foundation
218.249.5249

Volunteer Services
218.249.5344



Emergency/Rapid Response
If there is an emergency, dial 5220 from a St. Luke's phone.
Immediately begin speaking.
Say "Rapid response," state your room number and describe the emergency.

Notes



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