



# Welcome

to Mercy Hospital South

## A Guide for Your Stay



*Your life is our life's work.*

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## Frequently Called Numbers

Main hospital number  
**314.525.1000**

Room Service	ext. 6000
Gift Shop	ext. 1035
Chaplain/Pastor	ext. 2825
Security	ext. 1118 or dial "0"

### To make an outside call

- Local calls: Dial 9 + number
- Long distance: Dial 9 + number
- Toll-free: Dial 9 + 1-800 + number



## Our Mission is Clear:

As the Sisters of Mercy before us, we bring to life the healing ministry of Jesus through our compassionate care and exceptional service.

## Our Vision is Bold:

We are the people of Mercy Health Ministry. Together we are pioneering a new model of care. We will relentlessly pursue our goal to get health care right. Everywhere and every way that Mercy serves, we will deliver a transformative health experience.

## Our Values are Never Compromised:

<b>DIGNITY</b>	We cherish each person as created in the image of God.
<b>SERVICE</b>	We respond with compassion to those in need.
<b>EXCELLENCE</b>	We give all we can to the best of our ability.
<b>JUSTICE</b>	We pledge to be in right relationship with one another with a particular concern for the economically poor.
<b>STEWARDSHIP</b>	We wisely use our talents and resources to strengthen Mercy as a ministry of the Church.



# About Us

The leaders, physicians and staff of Mercy Hospital South have carried out Christ's healing ministry with the delivery of health care services to area residents for more than 140 years.

As the third-largest medical center in the St. Louis metropolitan area, Mercy Hospital South serves families in St. Louis County, St. Louis City, Jefferson County, Franklin County, Saint Francois County and Sainte Genevieve County in Missouri, along with Monroe, Randolph and St. Clair counties in Illinois.

With 767 licensed beds and more than 750 members of the medical staff, Mercy Hospital South offers advanced medical treatment in a number of specialties.

Our Emergency Department is a designated Level 2 Trauma Center — the only one in the South County area — and is staffed by highly skilled doctors, nurses and other professional staff uniquely trained in the care and treatment of all degrees of medical emergency.

We are one of the few hospitals in the St. Louis area to be certified as a Level 1 Stroke Center, the highest level of stroke care available as accredited by the Missouri Department of Health and Senior Services. Mercy Hospital South has also been certified by the state as a Level 1 STEMI Center. STEMI is a common name for ST-Elevation Myocardial Infarction, a serious heart attack in which one of the heart's main arteries is blocked.

The Joint Commission has recognized us with its Gold Seal of Approval® for Total Hip and Total Knee Replacement Certification. The Gold Seal of Approval is a symbol of quality that reflects an organization's commitment to providing safe and effective patient care. Mercy Hospital South was also the first facility in the St. Louis region to earn the Joint Commission's Gold Seal of Approval for Advanced Certification in Heart Failure.

Other services offered at Mercy Hospital South include our comprehensive Cancer Care Center, Heart and Vascular Center, obstetrics, neurosurgery, orthopedics, acute rehab, behavioral health, home health, hospice, and many others.

## Message From the President



## Safeguarding Your Trust: Our Commitment

We're grateful that you have placed your trust in Mercy South for your health care needs. For more than 140 years, we have sustained a tradition of the highest-quality medical care and the best experience for our patients, families and community.

Our services encompass the spectrum of health care and are provided by skilled and dedicated physicians, nurses and technicians who rely on best practice to treat chronic diseases.

Mercy South is certified by the state of Missouri as a Level One STEMI (ST-Elevation Myocardial Infarction) Center, the highest level of cardiac care available. It's also earned The Joint Commission's Gold Seal of Approval® for Advanced Certification in Heart Failure and the American Heart Association's Get With The Guidelines-Heart Failure Gold Plus Quality Achievement Award.

Mercy South's nationally accredited Primary Stroke Center has the expertise and technological resources to diagnose and treat any type of stroke within one hour of arrival. It is designated as a Level 1 Stroke Center by the state of Missouri.

For your continued care, we offer a network of physician providers and urgent care centers in the community through our team at Mercy Clinic. Truly, "Your life is our life's work."

You're in good hands at Mercy South. On behalf of all our co-workers, we offer our sincere wishes for your healthy future.

A handwritten signature in blue ink that reads "Sean Hogan".

Sean Hogan

President, Mercy Hospital South



# Phone Directory (Area code 314)

Main hospital number: 314.525.1000

Tip: Calling from INSIDE the hospital? Dial the last four digits only.

Acute Rehab	525.7226
Administration	525.6033
Care Management	525.1184
Customer Service (Billing)	1.855.420.7900
Environmental Services	525.1811
Facilities Management	525.1811
Gift and Flower Shop	525.1035
Health Access Line	314.268.4669 or 1.800.554.9550
Home Care	525.1045
Hospice	525.7360
Interpreter Services	525.1976
IV Safety Team	525.4113
Labor and Delivery	525.1020
Medicare	1.800.MEDICARE or 1.800.633.4227
Nursery	525.1036
Pastoral Care	467.2825
Patient Access	525.1255
Patient Relations	525.4620
Physician Referral Line	314.268.4669 or 1.800.554.9550
Room Service	525.6000
Security	525.1118
Volunteer Services	525.1298



## Staff Definitions

### Hospitalist

While you're a patient, you may be seen by a physician called a *hospitalist*. This physician has been asked by your doctor to care for you while in the hospital. His or her primary professional focus is care given with the hospital. You can be assured that you will receive excellent medical care from your hospitalist, and that the details of your care plan will be communicated to your personal physician.

### Intensivist

The *intensivist* is a physician trained in critical care who cares for patients in the intensive care units. When a patient transfers out of intensive care, a hospitalist takes over the care of the patient.

### Primary Care Physician (PCP)

The *primary care physician* is the physician who cares for you when you're not in the hospital. This physician directs your care from an office setting and is the physician you return to after a hospitalization.

### Nurse Practitioner (NP)

A *nurse practitioner* is a registered nurse with advanced education and training who can provide many of the same services as physicians. Some physician practices have NPs on staff who work with the physicians to provide patient care. The NPs can work independently and make rounds on patients, and order testing, medication, etc.

### Physician Assistant (PA)

A *physician assistant* works under the direct supervision of a physician. Some physician practices have PAs on staff to assist them in the care of their patients.





## Frequently Asked Questions

### **Why can't someone tell me when my doctor will be in?**

Staff do not know the doctors' schedules and while they may know when a doctor "usually" makes rounds, this is not a promise that the doctor will visit during that time. Keep in mind your doctor may have emergencies to handle, may have had a change in his/her office schedule, or may be off schedule for the day. If your doctor is off schedule, another doctor will visit you.

### **Why is a hospitalist seeing me instead of my regular doctor?**

In order to provide consistent care for you, your doctor may have a hospitalist doctor care for you during your hospital stay. The hospitalist will contact your doctor when you're discharged and update him/her on what happened during your hospital stay.

### **Why can't staff tell me what time my test or procedure will be done?**

Although we try to see everyone in a timely manner, departments providing testing and other procedures also provide those services for Emergency Department patients and outpatients. All emergencies come first and may cause delays and changes to the schedule.

### **Sometimes I get information from one person, a nurse or a doctor, that is different than what I was initially told. How do I get this cleared up?**

Speak up immediately if you have questions about any of the information you have been given. Please ask your nurse or doctor.

### **My doctor is not on staff here. Can he/she be called?**

Your physician can be notified of your admission to the hospital; however, only doctors with admitting privileges at Mercy can direct your care. If the doctor caring for you feels there is information your doctor can share about your medical history that would aid in their treatment of you, they may contact your doctor. If you would like a copy of your record to be sent to your doctor after discharge, please contact our Health Information Management (medical records) department at 314.525.1239 and they will help you with this request.

### **Why can't I leave as soon as the doctor tells me I'm being discharged?**

The discharge process has many steps that must be completed before you can leave:

#### **The doctor writes:**

- A discharge order in your record
- Prescriptions (if needed)
- Your discharge instructions

#### **The nurse then:**

- Prints the prescriptions (if needed), or, calls the prescriptions to Mercy's pharmacy (if you choose to get them filled before you leave the hospital)
- Prints your discharge instructions
- Removes any IVs
- Provides discharge education

# Rapid Response Team:

## Special Support to Prevent Emergencies

Mercy invites you to be a part of the care team. If you're worried that your loved one is becoming sicker, don't wait until it becomes a medical emergency.

When are patients most likely to experience a change in their condition? Any time someone is in the hospital, there can be unexpected events. Patients can experience changes in their condition just after surgery, during medical tests or any time while recovering from an illness or injury.

### When to call a Rapid Response

Warning signs that may indicate a patient's condition is rapidly declining:

- Confusion, agitation or other mental status changes
- Changes in heart rate
- Difficulty breathing on his or her own
- Drop in blood pressure
- New or increased bleeding
- New pain
- Seizures

### How to call a Rapid Response

If you notice a patient's condition worsening quickly, you should:

- Contact your patient's nurse, or
- Ask for the charge nurse, or
- Call 3333 and request that the Rapid Response Team be called.



## Fast Facts About Your Stay

### ATM

ATMs are located on the first floor (lower level).

### Cafés

**Comfortable Cup**, located near the lobby on the 2nd floor (main level), is open from 6 a.m. to 7 p.m. Sunday through Saturday. Comfortable Cup's brews coffee and hand-crafted espresso drinks and also serves sandwiches, salads and soup.

### Café 21 (Cafeteria), is located on the first floor (lower level)

Hours:

- Breakfast: 6:15 to 10:15 a.m.
- Lunch: 11 a.m. to 3 p.m.
- Dinner: 4 to 8 p.m.

### Calling your nurse

Your room is connected to the nursing station via an intercom system. To call for your nurse, press the call button located on the hand-held control to request assistance. You may also call your nurse or patient care tech by dialing the Ascom phone numbers on the white board in your room. In the Intensive Care Units, the staff do not carry Ascom phones; the main department number and the manager's number will be on the white board.



### Cellphone charging stations

Courtesy charging stations are located in the waiting area on each floor and in our Patient Relations department. Inpatients can call Patient Relations at ext. 4620 for help with charging their phones.

### Chapel

The chapel is located on the main level and is open daily from 6 a.m. to 8 p.m. Personal prayer and meditation are welcomed any time the chapel is open. A morning prayer service is held each weekday at 8:30 a.m., and Catholic Mass is held each weekday at 11:30 a.m. and each Sunday at 1 p.m. Ecumenical worship services are available upon request. All Masses and morning prayer services are televised live on Channel 73.

### Chaplains – Pastoral Care

Mercy is a faith-based ministry with a devotion to meeting the spiritual needs of the people we serve. We do so with the highest regard for every faith and honor the religious traditions of all. While our co-workers do so by serving with compassion and understanding, our chaplains are available to meet individual spiritual and religious needs. You can reach them any time by dialing 2825 from a hospital phone or calling 314.467.2825 from an outside line. As a ministry of the Catholic Church, the sacraments are available to those who wish to receive them. Protestant communion and emergency baptism are available by request.

### Electrical appliances

The use of personal electrical appliances by patients and visitors is discouraged. Please check with staff before using any appliances such as blow dryers, electric razors, etc.

### Fire safety

We conduct fire drills from time to time. If you hear an alarm, stay where you are. In an actual emergency, hospital staff will tell you what to do.

### Flowers

Flowers are delivered to patient rooms by individual florists. Please note that flowers are not allowed in Intensive Care Units.

### Gift and flower shop

Located on the main level of the Medical Center.

Gift Shop phone number: 314.525.1035.

Hours:

- Monday through Friday, 8 a.m. to 8 p.m.
- Saturday and Sunday, 10 a.m. to 4 p.m.

The Gift and Flower Shop specializes in fresh floral arrangements, plants, balloons, reading materials, and gifts with the patient's wellbeing in mind. In addition, visitors will find a wide selection of candy, snacks, soft drinks, phone accessories and travel toiletries to make their stay more comfortable. Please check with the nursing staff before bringing items to a patient as some units are restricted.

### Housekeeping

A housekeeper will clean your room once a day. Please call Environmental Services at ext. 1811 for help with any housekeeping need.

### MyMercy

Any patient with a Mercy provider can use MyMercy, our free online health management tool. It's the simplest, most convenient way to stay in touch with your Mercy Clinic care team, request an appointment, renew a prescription, see lab results and more, anytime or anywhere.

Sign up for MyMercy at [mercy.net/MyHealth](https://mercy.net/MyHealth) or ask to sign up when you check in at your next doctor's appointment.





### Parking/valet

Free parking is available for visitors in white-lined areas in all lots. Handicapped parking is provided at all main entrances. Free valet services are also available. Signs on campus will direct patients and visitors to the valet locations.

#### Valet services are available at:

- The main (north) entrance, from 6:30 a.m. to 6:30 p.m. weekdays
- The south entrance at the Heart Hospital from 5:30 a.m. to 3 p.m. weekdays
- The Emergency Department from 6 a.m. to midnight, seven days a week

Valet services are closed on Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas.

Valet services is offered by ABM Industries.

### Patient meals/guest dining – Dial extension 6000

You will receive our menu when your physician determines it's appropriate for you to begin receiving meal service. **Please use the menu and call ext. 6000 between 6:30 a.m. and 7:30 p.m. to order your meals when you would like to eat.** Breakfast is served until 10:30 a.m. with the exception of omelets, scrambled eggs, and toast, which are served all day.

If you are unable to use a phone, please ask a staff member to assist you. Our goal is to deliver your meal in about 45 minutes. If you have questions regarding a prescribed diet, please ask to speak to a registered dietitian. Diabetic patients must inform their nurse when their meal has been ordered.

Guest meals are also available to your visitors. The cost for a guest meal is \$12 and may be paid for by credit card over the phone. Your visitors may order from the "Dining on Call" menu by calling ext. 6000 any time they would like a meal (between 6:30 a.m. and 7:30 p.m.)

### Personal belongings and valuables

Personal care items such as contact lenses, eyeglasses, hearing aids and dentures can be stored in your bedside stand when not in use. Please do not put them on your bed or food tray, to help avoid them being lost or damaged. Leave valuables like jewelry or cash at home, or give them to a trusted relative or friend. Mercy is not responsible for replacing personal belongings.

### Pharmacy

If your doctor prescribes any medication for you to take when you leave the hospital, please inform your nurse or our pharmacy staff that you would like your prescriptions filled here. Your medications will be delivered to your room prior to discharge. We accept most insurance plans, checks and all major credit cards.

You can call the pharmacy at 314.525.1633. Services are available Monday through Friday from 7 a.m. to 8 p.m. and Saturday and Sunday from 9 a.m. to 7 p.m.

### Quiet hours

Each of our units observes times throughout the day that are designated as Quiet Hours to decrease the amount of noise on the unit and allow our patients to sleep. Please be respectful of the Quiet Hours times posted on the units.

### Smoking

Mercy cares about the health of our patients and visitors and is designated as a no-smoking or tobacco-use campus. Smoking, tobacco and e-cigarette use is prohibited on our entire campus including buildings, grounds and parking lots. Talk to your health care provider for smoking cessation help.

## Telephone

Telephones are provided free of charge in patient rooms (excluding the Intensive Care Units). To place a call from within the hospital, dial 9 to get an outside line. To dial an internal number, dial only the last four digits of the number.

If you need help making a long distance call, dial 0 and the hospital operator will help. Family and friends can reach you by dialing 314.525.4000, plus 8, then your room number followed by the pound (#) sign. They may call Information Services at 314.525.1111 to obtain your room number.

## TV

Each patient room has a television. Please be considerate of others by keeping the volume down and turning off your TV at bedtime. TVs are controlled by the hand-held controls. Closed captioning is available for the hearing impaired. Ask a staff member if you have any questions on using your TV.

## Vending machines

Vending machines are located throughout the hospital for your convenience, including on the lower level near Café 21 (cafeteria.)

## Visitor guidelines

- Please do not bring food or beverages to a patient unless approved by the doctor or nurse.
- Visitors should be free from colds, sore throats or other contagious conditions.
- Children under the age of 12, when accompanied by an adult may visit. Children should not be left unattended.
- Patient restrooms are for patient use only. Visitors may use public restrooms throughout the hospital.

## Visitor self-care

Staff and hospital patients are not permitted to provide oversight to visitors who cannot care for themselves. All visitors should be able to care for themselves, or be accompanied by a guest who can care for them.

## Wi-Fi

Wi-Fi is available everywhere at the main hospital and Heart Hospital.



# Take Charge of Your Care

## Speak up!

If you have questions or concerns, you have the right to ask and get a response that makes sense to you from your doctor or nurse. Please share your answers to these questions with hospital staff.

- What language would you prefer to speak?
- Do you need glasses, hearing aids or other devices to help with talking to hospital staff?
- Do you prefer to hear, see, or read health information?
- Do you have any cultural, ethnic or religious-based special needs?
- Who will be your support person who talks with hospital staff about your health care wishes?

## Ask yourself

Is there anything else the hospital should be aware of to improve my care experience?

## Choose a support person

A trusted friend or family member can be a big help during your hospital stay. Select one key person to be your health care advocate. If you become stressed or your ability to communicate changes, this person can stand in for you – and stand up for your care. Please tell the staff who your support person is.

# TV Channel Guide

CHANNEL	NETWORK STATION
6	KTVI-Fox
7	KMOV-CBS
8	KSDK-NBC
9	HSN
10	ION
11	KETC-PBS
12	KPLR-CW
13	KDNL-ABC
14	Daystar
15	QVC
16	WGN
17	Bravo
18	USA
19	Lifetime
20	HGTV
21	AMC
22	NICK
23	A&E
24	Discovery
25	TLC
26	Fox Sports Midwest
27	CNN
28	HLN
29	Cartoon Network
30	CNBC

CHANNEL	NETWORK STATION
31	GSN
32	Fox News
33	TNT
34	ABC Family
35	TBS
36	Disney
37	History Channel
38	National Geographic
39	Animal Planet
40	Oxygen
41	Food Network
42	DIY
43	Travel Channel
44	EWTN
45	TV Land
46	SyFy
47	LMN
48	Weather Channel
49	WE
50	Pursuit
51	TBN
52	Sonic Music
53	Sonic Music
73	Mercy Chapel
74	Mercy Educational Channel



## A support person can:

- Ask questions you might not think of and write down information
- Double-check your medicines and treatments
- Watch for signs your condition is getting worse and ask for help

## Check IDs

While you are here, many people will care for you (doctors, nurses, aides). These same people will also care for many patients. To prevent errors in your care:

- Ask to see the ID of everyone who comes into your room so you know the name and job of the person caring for you. If you do not see an ID badge, contact your nurse immediately.
- Speak up if hospital staff do not check your ID band. Any time staff enters your room to give you medicine, transport you, or perform procedures or treatments, you will be asked to state your name and birth date.

This may seem repetitive at times, but it helps ensure you receive the correct care.



# 5 Ways to Fight Infections

The hospital is a place you come to to get well, but you also can come into contact with germs that can make you feel worse. Reduce your chances of infection by taking these safety precautions.

## 1. Clean your hands:

- After touching hospital objects or surfaces
- Before eating
- After using the restroom

## 2. Ask hospital staff members to clean their hands.

This should be standard practice, but don't be afraid to remind them if they forget or to ask them to wear gloves when touching you. Ask visitors to clean their hands, too!

## 3. Cover your mouth if you are sick.

If you get an infection, limit the spread of germs by sneezing and coughing into tissues you promptly throw away, and avoid touching other people. Ask the staff if there is anything else you should do – like wear a surgical mask – to prevent the spread of germs.

## 4. Keep an eye on bandages or dressings.

If a dressing on a wound or IV becomes loose or wet, let your nurse know. Also if you have a catheter or drainage tube, tell your nurse if it becomes loose or dislodged.

## 5. Keep your vaccinations up-to-date.

Make sure you're as protected as possible from the spread of infection. Check with hospital staff whether it's safe for you to receive any vaccines you might need.

Speak up to your friends and family as well and ask them not to visit if they are sick. And make sure they wash their hands when they enter your room.

### Cleaning tip:

Use soap and water or hand sanitizer under your nails, in between your fingers, and on the back of your hands and on your palms. Rub for 15 seconds (the time it takes you to sing "Happy Birthday").

### Isolation precautions

When a patient is confirmed to have a contagious condition, isolation precautions are put into practice. **Please read and follow directions listed on any precaution alert sign on the door to a patient's room.** If you have any questions about the precautions, be sure to check with a staff member before entering the patient's room.



### Protective gear is worn to:

- Protect our patients and staff from spreading infection to each other
- Protect the patient from outside germs due to a compromised immune system
- Prevent the spread of infection among family members, especially small children and the elderly

### Please DO:

- Gel in before putting protective gear on
- Wear protective gear while in the patient's room
- After removal of protective gear, wash hands before leaving the room

### Please DON'T:

- Come out of the room with protective gear on
- Go into the patient's room WITHOUT protective gear on

## Don't Ignore Pain

No one knows how much pain you are in but you. Tell your doctor or nurse when pain strikes or if it comes back again after it goes away. Talk about your pain level throughout the course of your stay.

### Ask yourself, then share with your nurse.

- Where does it hurt?
- When does it hurt?
- Does it keep you from doing things – like sleeping, dressing, eating?

### Which words describe your pain?

Aching	Cramping	Pressure	Shooting
Bloating	Cutting	Pulling	Soreness
Burning	Dull	Radiating	Stabbing
Comes and goes	Numbing	Searing	Throbbing
Constant	Pressing	Sharp	Tightness

### How bad is it on this pain scale?

#### Pain Intensity Scale



#### 0 - 10 Numeric Pain Rating Scale



## Prevent Falls

While you're here, you may feel dizzy or weak. Illness, procedures, medicines or even just lying down for too long can make you less steady on your feet.

To keep yourself safe:

- Use the nurse call button for help getting out of bed
- Ask for help going to the bathroom or walking around
- Use hospital handrails when they're available
- Wear nonslip socks or footwear
- Keep often-used items (glasses, remote, tissues, etc.) within easy reach

- Never use the bedside table for support
- Make sure your wheelchair is locked when you get in or out of it
- Never step on the foot rests

## Safe Patient Handling and Mobility

The weakness that some patients experience during a hospital stay can make it difficult for them to move without assistance. If this happens to you, your caregivers may need to use mechanical lifting devices to assist them in providing your care. Our Safe Patient Handling program uses best practice guidelines and assessments to assist your caregivers in creating a mobility plan that is unique to you and will change as your needs do. These lifts also help reduce injuries among our caregivers. We're happy to discuss your personalized mobility plan in more detail and answer any questions you may have.

## Prepare for Surgery

Before your procedure, make sure you and your surgical staff confirm:

- Your name
- The type of surgery you are having
- The body part to be operated on – in fact, hospital staff will mark the correct spot on your body. Make sure you or your support person checks that it is correct.

Take simple steps like these to help prevent medical mistakes.

Ask your surgeon to take a "time-out" to check that you're the right person, getting the right surgery, on the right body part.

## Manage Your Meds

Whether you take one medicine or five, it's important to know what you're taking and why. Ask your doctor these questions about any new (and current) medicines you take:

- What is the name of my medicine? Generic name?
- Why am I taking it? How will it help? When will it start working?
- What dose? How often? How long?
- What is the best time (morning, night, etc.) or way to take it (with food, with water)?
- What are possible side effects? What do I do if they happen?
- Are there any foods, drinks or activities to avoid?
- What do I do if I miss a dose?

It is recommended that you keep a current list of medications with you at all times. In the event of an emergency, you may not be able to remember all of your medications.

## Prevent Medicine Errors

Be sure your doctors and nurses know:

- All the prescription drugs, over-the-counter medicines and herbal or vitamin supplements you take
- Any allergies you have to medicines, anesthesia, foods, latex, etc.
- That your name matches the name on the medicine

### Take charge of your medicines

- Think you're due for your next dose? Wondering if this new medicine can replace one you already take? Want to make sure all your medicines and supplements are safe to take together? Don't be afraid to ask.

### Antibiotic treatment in the hospital: What you need to know

- Antibiotics are powerful drugs that save lives, but they are not without risks. You should only take antibiotics when necessary. If you take antibiotics when you don't need them, they won't help you get better, and you might have side effects.
- Antibiotics fight infections that are caused by bacteria. They won't help you get better if you have an illness that is caused by a virus.
- The more antibiotics are used today, the less likely they will still work in the future. Bacteria can become resistant to an antibiotic, which means the antibiotic will no longer kill the bacteria. Antibiotic resistance is one of the world's most serious public health threats. Every year in the United States, 2 million people become infected with resistant bacteria. Resistant bacteria are harder to treat and can cause serious disability or death.
- Hand washing and vaccines are important ways to help lower the chance of needing an antibiotic.
- Your health care team may run tests before you start an antibiotic and they may start the antibiotic before your test results come back. In two or three days, your health care team may change or stop your antibiotic treatment based on test results.
- Overuse of antibiotics can kill "good germs" and lead to life-threatening diarrhea caused by bacteria called *Clostridium difficile* (also known as *C. diff*). You can get *C. diff* diarrhea even a few weeks after you stop taking antibiotics.

### Ask questions so you understand your antibiotic treatment.

#### Some important questions to ask your health care team include:

- What infection is this antibiotic treating? How do I know I have an infection?
- What side effects can happen when I take this antibiotic?
- Is it safe to take this antibiotic with my other medicines or supplements?

- How will I know if the antibiotic is working?
- How long will I need to take this antibiotic?
- Will I need to have other tests?

## Advance Directives

### A Smart and Simple Way to Take Charge of Your Care

One of the most important steps you can take about your care is to fill out advance directives in case you can no longer speak for yourself. Advance directives are documents that let others know your wishes about the type of care you want. And they will only be used if you become unconscious or too ill to communicate yourself.

#### Directives can include:

- **Living Will**

This set of instructions explains the type of life-prolonging medical care you wish to accept or refuse. It can include your wishes about the use of resuscitation (CPR) if your heart stops, a ventilator if you stop breathing or feeding tubes or IVs if you cannot eat or drink.

- **Durable Power of Attorney**

- **For health care:** This is a legal document that names your health care proxy (someone who can make medical decisions for you if you're unable to do so). An official health care proxy can represent your wishes on emergency care. On other medical issues like potential treatment options, blood transfusions, kidney dialysis, etc. Choose someone you trust, discuss your medical wishes and make sure the person agrees to represent you in this role.
- **For finances:** You also have the right to appoint someone to help manage your finances if you cannot.

### Ethics Committee

When a health care choice also involves an ethical concern — such as a family member's wish to refuse life-sustaining treatment, or a disagreement between family members or other caregivers concerning Advance Directives — decision-making can become overwhelming. Our Ethics Committee is available to hear such concerns. Requests for a consultation may be made by the patient, a family member, the physician, nurse or other staff members.

To find out more, or to request a consultation, call 314.543.5245.



# Patient Rights and Responsibilities

## You have the right:

- To quality care that respects your personal values, beliefs, cultural background and physical, psychosocial, and educational needs and preferences.
- To be treated with consideration, dignity and respect.
- To pastoral care and other spiritual services.
- To be informed (or when appropriate the patient's designated representative/support person, to the extent permitted by law) of your rights in advance of furnishing or discontinuing care whenever possible.
- To receive care in a safe, secure setting with protective oversight while you are in the hospital.
- To be free of all forms of abuse, neglect, harassment or corporal punishment.
- To be free from restraint or seclusion of any form imposed as a means of force, discipline, convenience or retaliation by staff. Restraint or seclusion may only be imposed by the properly trained staff to ensure the immediate physical safety of the patient or staff member, and must be discontinued at the earliest possible time.
- The dying patient has the right to care that optimizes his/her dignity and comfort.
- To make informed decisions about organ donation.

## Privacy and confidentiality

- To personal privacy in providing your care and to the confidentiality of your clinical and billing records. You and your designated representative/support person have the right to access, review and receive copies of information contained in your clinical records (upon proper authorization) within a reasonable time frame, governed by state and local law for a nominal fee. You also have the right to ask that information about your presence at Mercy not be made available to the public.

## Information about your treatment:

- To have information provided to you in a manner that meets your needs and is tailored to your age, preferred language and ability to understand.
- To access an interpreter and/or translation services free of charge to help you understand medical and financial information.
- To be informed about the outcomes of care, including unanticipated outcomes.

- To have a family member or designated representative/support person of your choice and your own physician notified promptly of your admission to the hospital.
- To have your legally designated representative/support person exercise your rights on your behalf if you lack the capacity to participate in the decision-making process, to the extent permitted by law.
- To consent to or refuse treatments to the extent permitted by law, procedures, service delivery, or concurrent services and be informed of the medical consequences of your decision.
- To treatment and services that you need or request which are within the ability of the hospital to provide. If Mercy cannot provide a service, you and your designated representative/support person have the right to be informed about the need to transfer to another facility and the alternatives to such a transfer.
- To participate or refuse to participate in medical research, to have any research fully explained to you, and to be assured that there will be adherence to research guidelines and ethics should you choose to participate.
- To know the identity and professional status of the people who are caring for you.

## Participation in decisions about your care:

- To participate in the development and implementation of your plan of care and discharge planning, and in any changes of your plan of care.
- To make informed decisions regarding your care (you or your designated representative/support person, to the extent permitted by law). Your rights include (you or your designated representative/support person, to the extent permitted by law) being informed of your health status (including diagnosis and prognosis), being involved in care planning, treatment, services, discharge planning and being informed of any changes to your care plan and being able to request or refuse treatment. Informed consent includes an explanation to you, in layman's language, the nature of the proposed procedure or treatment, the risks and benefits and alternative procedures or treatments. This includes being informed of service options available and choice of agencies providing the service. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate.

## Power of attorney and advance directives:

- To formulate advance directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives.
- To make health care directives and/or appoint a surrogate to make health care decisions on your behalf, to the extent permitted by law.

### **Pain management:**

- To care that manages your pain and respects and supports pain management decisions made by you and your health care team. Mercy plans, supports and coordinates care and resources to ensure that the pain of all patients is recognized and addressed appropriately.

### **Reasonable response to your requests and needs:**

- To reasonable accommodations, subject to your medical needs, if you have physical disabilities.
- To be informed of visitor policies, along with any clinical restrictions or limitations.
- To have a family member, friend or other individual present for emotional support during your stay.
- To access available communications – to send or receive mail, make telephone calls and have permitted visitors, unless medically or therapeutically inadvisable. Any restrictions will be explained to you.
- To have all visitors enjoy full and equal visitation privileges consistent with your preferences. The only limitations Mercy might place on visitation rights would be due to clinical necessity, patient safety or other considerations that are in your best interest, including restrictions for patients who are prisoners, victims of a violent crime or transferred from a facility where they have been under protective status; limitations on visiting hours, number of visitors, age of visitors (children under age 12) and restriction on visitors with communicable diseases, specific patient units that need different visitation policies, physician-oriented visitation restrictions for your safety or when deemed to be in your best clinical interest. (Please understand it is impossible to delineate or anticipate every clinical reason that could warrant restrictions or limitations.)
- Mercy reserves the right to determine any other situation where it is necessary to limit visitation.) You and your designated representative/support person have the right to choose your visitors as guaranteed by federal law, including the right to consent to and receive, restrict or withdraw/deny visitors you designate at any time, including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), and other family members or friends. Mercy shall not restrict, limit or deny visitation privileges on the basis of color, race, religion, creed, gender identity, sexual orientation, national origin, sex, age, physical ability or sources of payment for care.
- To have personal possessions reasonably protected.

### **Express concerns or grievances:**

- To have your complaints about treatment, care or infringement of rights reviewed and investigated, and to expect a prompt resolution of the issue, including a timely written notice of the resolution without compromising your care.
- To be informed of the hospital's patient grievance policies and procedures, including whom to contact and how.
- To file a formal or informal verbal or written grievance, and to expect a prompt resolution of the grievance, including a timely written notice of the resolution. The grievance may be made by the patient or the patient's designated representative/support person.

### **If you believe your patient rights have not been observed, you may contact a Patient Advocate at ext. 4620, or file a grievance with:**

#### **Missouri Department of Health & Senior Services**

Bureau of Health Services Regulation  
P.O. Box 570  
Jefferson City, MO 65102  
Phone: 573.751.6303  
Fax: 573.526.3621  
Email: [complaint@health.mo.gov](mailto:complaint@health.mo.gov)

#### **The Joint Commission Office of Quality and Patient Safety**

One Renaissance Blvd.  
Oakbrook Terrace, IL 60181  
Fax: 630.792.5636  
[www.jointcommission.org](http://www.jointcommission.org)

### **Medicare beneficiaries also may file a grievance with:**

KEPRO  
5201 W. Kennedy Blvd., Suite 900  
Tampa, FL 33609  
Phone: 855.408.8557  
Fax: 844.834.7130  
Email: [beneficiary.complaints@hcqis.org](mailto:beneficiary.complaints@hcqis.org)

You will not be intimidated, harassed, threatened, or suffer any penalty because you file a complaint. Any penalty or reprisal against you or any other involved persons is prohibited by law.

## Patient Responsibilities:

- Giving accurate and complete information about matters relating to your health.
- Telling your doctor and Mercy of any advance health care directives, such as a durable power of attorney, and providing a copy to be included in your medical records.
- Following the treatment plan agreed upon by you and your doctor, and for accepting the consequences if you refuse recommended treatment.
- Asking questions when you do not understand what you have been told about your care or what you are expected to do.
- Making sure the financial obligations of your care are fulfilled, providing information necessary for claims processing.
- Exhibiting courteous and respectful behavior toward other patients, visitors, hospital personnel, medical staff and property, respecting privacy and confidentiality of others.
- Discussing pain relief options, collaborating with your physician and nurse to develop a pain management plan, requesting pain medication when needed and informing Mercy staff if the pain is not relieved.
- Abide by all hospital rules and safety regulations and be mindful of noise levels, privacy and number of visitors.
- Express any needs you may have to enable us to provide reasonable accommodations.
- Inform the health care team when you have issues or concerns related to your safety.
- You, your family and visitors have a responsibility to refrain from tobacco use anywhere on the hospital campus, consistent with local ordinances and Mercy policies.

All patient rights, responsibilities and services at Mercy are provided without regard to color, race, religion, creed, gender identity, sexual orientation, national origin, sex, age, physical ability or source of payment for care. If you feel as though you have been denied a benefit or service because of your color, race, religion, creed, gender identity, sexual orientation, national origin, sex, age, physical ability or source of payment for care, you may file a complaint of discrimination with the Manager of Patient Relations at 314.525.4620 (ext. 4620).

You also may file a complaint with:

**Office for Civil Rights**  
**U.S. Department of Health and Human Services**

200 Independence Avenue, S.W.

Washington, D.C. 20201

Phone: 1.800.368.1019

TDD: 1.800.537.7697

[www.hhs.gov/ocr](http://www.hhs.gov/ocr)





# Interpreter Services

Language assistance services are available to you free of charge as necessary for your care. Call 314.525.1976 (TTY: 1.800.735.2966).

**Bosanski:** Ako govorite bosanski, besplatne prevodilačke usluge su vam na raspolaganju. Nazovite 314.525.1976 (TTY: 1.800.735.2966).

**Español:** ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 314.525.1976 (TTY 1-800.735.2966).

**Italiano (Italian):** ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 314.525.1976 (TTY 1.800.735.2966).

**Tiếng Việt (Vietnamese):** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 314-525-1976 (TTY 1.800.735.2966).

**한국어 (Korean):** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 314-525-1976 번으로 전화해 주십시오 (TTY 1.800.735.2966).

**Русский (Russian):** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 314.525.1976 (TTY 1.800.735.2966).

**العربية (Arabic):** ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم (800.735-2966.1) رقم (1.1976.525.314) واليكم الصم ه

**Français (French):** ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 314.525.1976 (TTY 1.800.735.2966).

**हिंदी (Hindi):** ध्यान दः यद आप हदी बोलते ह तो आपके लिए मुफ्त म भाषा सहायता सेवाएं उपलब्ध ह। 314.525.1976 (TTY 1.800.735.2966).

**Shqip (Albanian):** KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 314.525.1976 (TTY 1.800.735.2966).

**Kiswahili (Swahili):** KUMBUKA: Ikiwa unazungumza Kiswahili, unaweza kupata huduma za lugha, bila malipo. Piga simu 314.525.1976 (TTY 1.800.735.2966).

**Polski (Polish):** UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 314.525.1976 (TTY: 1.800.735.2966).



**繁體中文 (Chinese):** 请注意：如果您的语言为（在此输入语种），您可以得到免费的语言帮助。请致电314-525-1976 (听力障碍者致电：1.800.735.2966)

**Somali:** DIGTOONOW: Haddii aad ku hadasho Somali, adeegyada kalmeynta luqada, lagac la'aan, ayaa lagu heli karaa. Wac 314.525.1976 (TTY: 1.800.735.2966).

**(Farsi):** توجه: اگر به زبان فارسی صحبت می کنید، خدمات ترجمه به صورت رایگان در اختیارتان قرار می گیرد. با 314.525.1976 تماس بگیرید (TTY: 1.800.735.2966) شماره

**Deutsch (German):** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 314.525.1976 (TTY: 1.800.735.2966).

**Tagalog (Tagalog – Filipino):** PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 314.525.1976 (TTY: 1.800.735.2966).

**Deutsch (Pennsylvania Dutch):** Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzsch, kannsch du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 314.525.1976 (TTY: 1.800.735.2966).

**Português (Portuguese):** ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 314.525.1976 (TTY: 1.800.735.2966).

**አማርኛ (Amharic):** ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም አርዳታ ድርጅቶች: በነፃ ሊያገኙዎት ተዘጋጅተዋል: ወደ ሚስተለው ቁጥር 314-525-1976 (መስማት ለተሳናቸው: 1.800.735.2966) ይደውሉ

# Your Privacy Matters

## Privacy and Health Information

You have privacy rights under a federal law that protects your health information. This law sets rules and limits on who can look at and receive your health information. These rights are important for you to know.

### Who must follow this law:

- Doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other health care providers and their vendors.
- Health insurance companies, HMOs and most employer group health plans.
- Certain government programs that pay for health care, such as Medicare and Medicaid.

### What information is protected?

- Information your doctors, nurses and other health care providers put in your medical records.
- Conversations your doctor has with nurses and others regarding your care or treatment.
- Information about you in your health insurer's computer system.
- Billing information about you at your clinic.
- Most other health information about you held by those who must follow this law.

### What rights do you have over your health information?

Providers and health insurers must comply with your right to:

- Ask to see and get a copy of your health records.
- Have corrections added to your health information.
- Receive a notice that tells you how your health information may be used and shared.

### Understanding Coordination of Benefits (COB)

COBs happen when you're covered under two or more insurance companies. This may occur when spouses or partners are listed on each other's insurance policies, or when both parents carry their children on their individual policies.

To prevent duplicate payments, COBs determine the primary payer. You choose who this is when you're admitted. Insurance companies usually request completed COBs from you before paying a claim, so make sure you address these requests quickly.



- Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing.
- Get a report on when and why your health information was shared for certain purposes.
- File a complaint.

### What are the rules and limits on who can see and receive your health information?

To make sure that your health information is protected in a way that doesn't interfere with your health care, your information can be used and shared:

- For your treatment and care coordination.
- To pay doctors and hospitals for your health care and for the operation of their businesses.
- With your family, relatives, friends or others you identify who are involved with your health care or your health care bills, unless you object.
- To make sure doctors give good care and hospitals are clean and safe.
- To protect the public's health, such as by reporting when the flu is in your area.
- To make required reports to the police, such as reporting gunshot wounds.

### Without your permission, your provider cannot share medical information, including:

- Giving your health information to your employer.
- Using or sharing your health information for marketing or advertising purposes.
- Sharing private notes about your mental health counseling sessions.

Another law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, visit: [www.samhsa.gov](http://www.samhsa.gov). (U.S. Department of Health and Human Services for Civil Rights.)



# Understanding Your Bill

## Take Charge of Your Payments

The hospital billing process may seem complicated, but you can feel more in control by knowing exactly what your bill covers. For example, if you stay overnight, you can expect to see charges for your room, meals, 24-hour nursing care and medicines. The bill will also show charges for any special services, such as x-rays and lab tests. You'll receive bills for doctors, surgeons and specialists separately from the hospital.

### Medicare

If you have Medicare, you'll have to fill out an MSP (Medicare Secondary Payer) form. This ensures Medicare only pays for services not covered by other insurance you may have. If you have secondary insurance, this usually covers Medicare deductibles. If you don't have secondary insurance, you need to pay these amounts yourself.

### Also be sure to read your quarterly MSNs (Medicare Summary Notices) to review:

- The amount your doctor(s) charged
- The amount Medicare approved and paid
- The amount you owe
- Your current deductible status

If you have questions, call the customer service number listed on your statement.

### Want to Know How We Score?

You can review and compare the quality, care and safety rating for different hospitals at:

- Medicare Hospital Compare. Uses HCAHPS results and other data: [www.medicare.gov/hospitalcompare](http://www.medicare.gov/hospitalcompare)
- You can also find information on hospitals through this accrediting organization: The Joint Commission: [www.qualitycheck.org](http://www.qualitycheck.org)



### Commercial insurance providers

If you use a commercial insurance provider, the hospital forwards your claim based on the information you provide at registration. About a month after you leave the hospital, you'll get an explanation of benefits (EOB) statement from your insurance provider. This isn't a bill. EOBs show:

- The amount billed by your doctor or hospital
- How much of that cost is covered by your insurance
- How much you owe

**Review this and all other bill-related documents carefully.** If you have questions, contact your doctor or the customer service number listed on the statement.

### Self-pay patients and payment arrangements

If you're planning to pay your bills without help from Medicare or a commercial insurance provider, then you'll get bills directly from the hospital. If you are a self-pay patient, we have several options for payment at the time of service.

Communicate with the financial services department as soon as possible.

The hospital wants to work with you, so reach out with any questions or concerns you have. If you don't set up a payment plan, or if you stop making payments, then your account may be placed with a collection agency.





## Are You a Hospital Inpatient or Outpatient?

If you're in the hospital more than a few hours, always ask your doctor or the hospital staff if you are an inpatient or outpatient admission.

Did you know that even if you stay in the hospital overnight, you might still be considered an outpatient? Your hospital status (whether the hospital considers you an inpatient or outpatient) affects how much you pay for hospital services (like x-rays, drugs and lab tests). Your hospital status also may affect whether Medicare will cover care you get in a skilled nursing facility (SNF). An inpatient admission begins the day you are formally admitted to the hospital with a doctor's order. The day before you're discharged is your last inpatient day. You're an outpatient if you're getting emergency department services, observation services, lab tests or x-rays, and the doctor hasn't written an order to admit you as an inpatient even if you spend the night at the hospital. (Centers for Medicare and Medicaid Services.)

### What do I pay as an inpatient with Medicare?

Medicare Part A (Hospital Insurance) covers inpatient hospital services. Generally, this means you pay a one-time deductible for all of your hospital services for the first 60 days you are in the hospital.

Medicare Part B (Medical Insurance) covers most of your doctor services when you're an inpatient. You pay 20 percent of the Medicare-approved amount for doctor services after paying the Part B deductible.

### What do I pay as an outpatient with Medicare?

Medicare Part B covers outpatient hospital and doctor services. Generally, this means you pay your 20 percent co-insurance for each individual outpatient hospital services. This amount may vary by service. Please note: the co-insurance amount for a single outpatient service can't be more than the inpatient hospital deductible. In some cases, your total co-insurance for all services may be more than the inpatient hospital deductible. Part B also covers most of your doctor services when you're a hospital outpatient. You pay 20 percent of the Medicare-approved amount after the Part B deductible. If you have supplemental insurance, it may cover all or part of the 20 percent copay. Check with your supplemental insurance regarding benefits for Part B coverage.

### How would my hospital status affect the way Medicare covers care I get in a skilled nursing facility (SNF)?

Medicare will only cover care you get in a SNF if you first have a qualifying hospital stay. A qualifying hospital stay means you've been a hospital inpatient for at least three days in a row (counting the day you were admitted as an inpatient, but not counting the day of discharge). If you don't have a three-day inpatient hospital stay, ask if you can get care after your discharge in other settings (like home health care) or if any other programs (like Medicaid or veteran's benefits) can cover your SNF care. Always ask your doctor or hospital staff if Medicare will cover your SNF stay.

### How would a hospital's observation services affect my SNF coverage?

Your doctor may order observation services to help decide whether you need to be admitted to the hospital as an inpatient or can be discharged. During the time you're getting observation services in the hospital, you're considered an outpatient. This means you can't count this time toward the three-day inpatient hospital stay needed for Medicare to cover your SNF stay.

## We Welcome Your Feedback

Once you leave our care, we will continue to seek your feedback through the **Hospital Consumer Assessment of Health care Providers and Systems (HCAHPS)** survey. The HCAHPS survey is a tool to measure and report patient satisfaction. It's made up of simple questions on key care topics such as:

- Doctor and nurse communication
- Medicine and discharge information
- Pain management and staff responsiveness
- Overall quality of the hospital environment

If you're selected to receive this brief survey, please take the time to complete it. The results will help us know what we're doing right and where we can improve.



# Who's Caring for You?

Our hospital staff is dedicated to your care and recovery. Keep track of your health care team so you know who to ask if you have any questions.

Day 1: People Who Saw Me Today				
	Nurse	Tech	Physician	Specialist
Name/Time				
Name/Time				
Name/Time				
Name/Time				
Name/Time				

Visitors: \_\_\_\_\_

\_\_\_\_\_

Day 2: People Who Saw Me Today				
	Nurse	Tech	Physician	Specialist
Name/Time				
Name/Time				
Name/Time				
Name/Time				
Name/Time				

Visitors: \_\_\_\_\_

\_\_\_\_\_

Day 3: People Who Saw Me Today				
	Nurse	Tech	Physician	Specialist
Name/Time				
Name/Time				
Name/Time				
Name/Time				
Name/Time				

Visitors: \_\_\_\_\_

\_\_\_\_\_





## Sudoku

Fill in the blank squares so that each row, each column and each 3-by-3 block contain all of the digits 1-9.

	7			1	5			
5	8	4	7	3		2	1	9
6				4	9		8	7
7						6	4	
	9		4	2	8		3	
	3	8	5	6				2
3	5		9	8				6
9	4		6	5	2	8	7	
	6		3	7	4		5	

### Answer key

1	5	9	4	7	3	2	9	8
3	7	8	2	5	9	1	4	6
9	2	4	1	8	6	7	5	3
2	9	1	7	9	5	8	3	4
5	3	7	8	2	4	6	9	1
8	4	9	3	9	1	5	2	7
7	8	5	6	4	2	3	1	9
9	1	2	6	3	7	4	8	5
4	6	3	5	1	8	9	7	2

### How did you do?

Check your answers here.

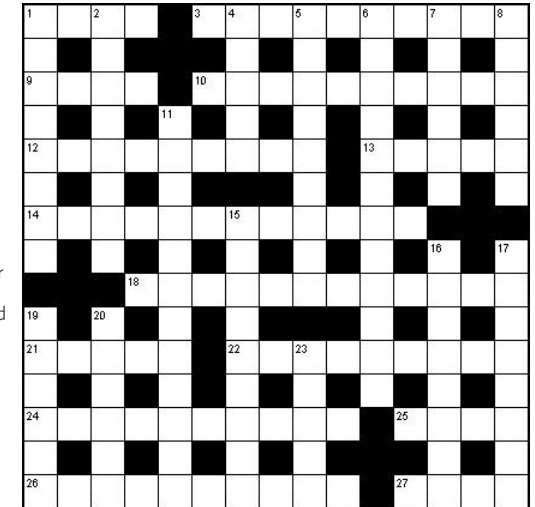


## Crossword Puzzle

Complete the crossword puzzle by filling in a word that fits each clue.

### ACROSS

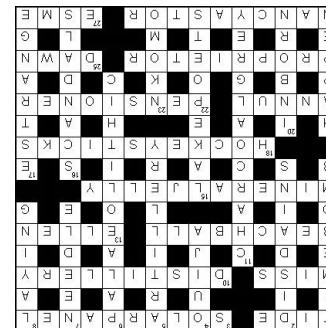
- Primarily, telephone is draining electrical current ...
- ... from source of electricity; you could get a personal line
- Writing about one society girl
- Booze is produced here – I, even so, take note to maintain sober exterior
- It could be seen in play on the Strand
- He abandoned Greek woman
- Explosive stuff obtained from bees – from which is extracted extremely oily soapy substance
- Bully requires them to be banged together
- Sort of plant, but not one found in scrub
- One retired in boarding house with some hesitation
- Parrot regularly gets mistreated: I report owner
- Woman beginning to display beard
- The first woman to be whipped?
- She likes men to surround her



### DOWN

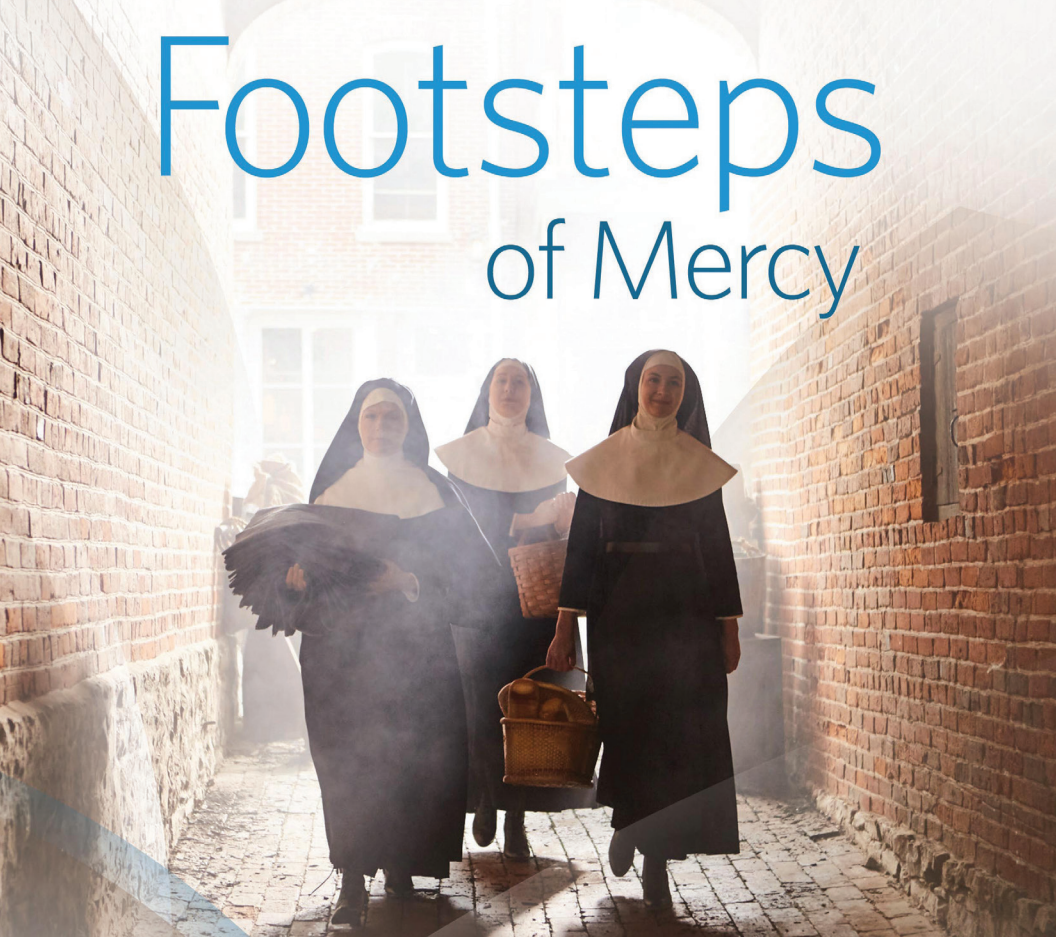
- It goes bang on the hour
- Scornfully rejects man turning up on date provided by Capital Partners
- Franco-German agreement going by the board?
- Vessel to carry sick servicemen
- Hail poetical forms from long ago
- It's unnecessary, sinking ship, and this will lead to enmity
- Letting out the clutch
- Cleaner fuel's raised amount of work done by factory finally, by a shade
- Blake, Wordsworth and Southey? Not the first
- Sun leader reported wicked luminaries' disgraceful actions
- Alienate sergeant in mess
- Turn out drunk shortly before the tavern closes
- Pub bore mostly butts in – it's in character
- Mad old monk was Zimbabwean politician

### Answer key



Source: alberichcrosswords.com

# Footsteps of Mercy



## History of Mercy Hospital South

More than a century and a half ago they ventured to the United States, not knowing a soul there or even the English language. Five of them drowned in a shipwreck en route.

Yet the tenacious and dedicated Franciscan Daughters of the Sacred Heart of Jesus and the Immaculate Heart of Mary of Salzkotten, Westphalia, Germany forged a faith-based tradition of Catholic health care in St. Louis that would grow to become St. Anthony's Medical Center, now known as Mercy South.

On Sept. 7, 1873, the sisters dedicated St. Boniface Hospital at Grand and Bayless avenues in south St. Louis. Founder Mother Clara Pfaender sent five additional sisters, who died in the wreck of the steamship *Deutschland* on Dec. 7, 1875. St. Boniface burned down during a lightning storm in 1877.

Despite these tragedies, our health care mission grew and thrived. St. Boniface was succeeded by Pius Hospital, a temporary St. Anthony's hospital and, on April 17, 1900, St. Anthony's Hospital in south St. Louis, dedicated to St. Anthony of Padua, Franciscan Doctor of the Church. In 1975, St. Anthony's Medical Center opened at our present location on Kennerly Road in south St. Louis County.

In June 2017, we affiliated with Mercy and became the third-largest hospital across Mercy's four states. In October 2018, we adopted the name Mercy South. We were pleased and inspired to learn that our Franciscan heritage is mirrored closely by the care tradition of the Mercy Sisters. Here is their story:

Laywoman Catherine McAuley began her ministry in Ireland in 1827, caring for children and women at the House of Mercy in Dublin. The house she built on Baggot Street intentionally bordered a fashionable neighborhood to draw attention to the needs of the poor. Catherine and two companions later became the first Sisters of Mercy.

The first Sisters of Mercy arrived in St. Louis by steamer on June 27, 1856. They opened St. John's Infirmary in 1871 at 22nd and Morgan streets, named in honor of St. John of God, patron saint of hospitals and the sick. In 1891, the infirmary expanded into St. John's Hospital at 23rd and Locust streets.

The hospital moved to Euclid Avenue in November 1912, and to Ballas Road in west St. Louis County in December 1963. The hospital was renamed Mercy Hospital St. Louis in September 2011.

### The Franciscan and Mercy Sisters have much in common:

- Both orders were founded by Catholic religious sisters, and were furthered by immigrants who came to communities in the United States to fulfill unmet needs.
- Both were dedicated to serving the poor, and concentrated on the pressing needs of the day: the Mercy Sisters were at the forefront of care for a cholera epidemic, while the Franciscan Sisters established the Midwestern headquarters for treatment of polio.
- Both orders reached a point where they were no longer able financially to sustain their care, and transferred sponsorship of their hospitals to lay boards.

As you walk through our medical center, please visit the heritage wall that profiles our shared traditions. It's located just off the main entrance, near the information desk and bank of elevators. And watch for displays, artifacts and photos that showcase the rich heritage of our Franciscan and Mercy Sisters, both inside the medical center and on the grounds outside.

## We are Here to Serve You

If at any time during your stay you have a question about who is caring for you, or you need help for any reason, please ask. Our staff members will find the right person to provide you with the care you need.



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