



# Mercy Cares

A Guide for Your Stay at  
Mercy Hospital St. Louis



*Your life is our life's work.*

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# Welcome to Mercy Hospital St. Louis

Welcome to Mercy Cares – our inpatient guide and resource on everything from Patient Rights and Responsibilities to tips and services you’ll find on our campus during your stay.

And to improve our services, I invite you to tell me about your time at Mercy Hospital. You can request a “Dear Steve” comment card from your nurse or any member of our staff to help you provide this valuable feedback. We also use your comments to recognize staff members who go above and beyond and to improve care when we’ve fallen short of our goal.



Thank you for choosing Mercy and best wishes for your family’s health. We take to heart that “your life is our life’s work.”

A handwritten signature in black ink that reads "Steve Mackin" with a long horizontal flourish extending to the right.

Steve Mackin  
President  
Mercy Hospital St. Louis

# Mission, Vision and Values

## 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.

Dignity

We cherish each person as created in the image of God.

Service

We respond with compassion to those in need.

Excellence

We give all we can to the best of our ability.

Justice

We pledge to be in right relationship with one another with a particular concern for the economically poor.

Stewardship

We wisely use our talents and resources to strengthen Mercy as a ministry of the Church.

## About Us

### Address:

615 South New Ballas Rd  
St. Louis, MO 63141  
[mercy.net/stlouismo](http://mercy.net/stlouismo)

Soon after your discharge, you will receive a telephone call or mail survey from Professional Research Consultants (PRC). Please take the time to speak with the representative or complete the survey and share your opinions about your hospital stay. Your feedback is important in reaching our goal of improving the care and services we provide.

With a heritage of healing that reaches back more than 150 years in the St. Louis area – and more than 50 years on Ballas Road – Mercy Hospital St. Louis continues to provide distinctive services offered by a team that cares for people, not illnesses.

We are the only Level 1 (highest) Trauma Center in St. Louis County and are ranked in the top ten in the country for integrated health care delivery by Modern Healthcare.

Our campus features Mercy Children's Hospital, the only pediatric hospital in St. Louis County. It includes a pediatric emergency department and the largest Level III (highest) neonatal intensive care unit in Missouri. We are the region's leading birthing center and were the first hospital in Missouri to be recognized by J.D. Power and Associates Distinguished Hospital Program for "Outstanding Patient Experience" in maternity care. Our services include oncology, cardiovascular, pediatric, burns, stroke and neurosurgery, obstetrics, behavioral health, home health and hospice, and many others. We offer a dedicated heart hospital and cancer treatment center, bringing a wealth of expertise to you on one convenient campus.

Our health professionals use innovative technology to help serve our patients including:

- Mercy Virtual care including vICU and other virtual care services
- MyMercy online tool and app to connect with your health team and manage your health care online

We also participate in a variety of clinical trials and are a teaching and research facility. So while we're treating you with compassionate care today, we're working to make your care even better for the future.



## Our Commitment to Care

Our goal is to provide the best patient care. If at any time you have questions or concerns about the quality of care that you or a family member is receiving or have received at our hospital, do not hesitate to speak with your nurse or the nursing supervisor. If you feel your issue wasn't resolved, please contact Patient Relations at 314-251-6484 or ext. 16484. You may call at any time during or after your stay.

In addition, you have the right to file a complaint or concern with either or both:

### Missouri Department of Health and Senior Services

P.O. Box 570  
Jefferson City, MO 65102  
573.751.6400

### Office of Quality Monitoring

#### The Joint Commission

One Renaissance Boulevard  
Oakbrook Terrace, IL 60181  
800.994.6610

Email: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)

### 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 member.

To find out more, or to request a consultation, call [314.251.4640](tel:314.251.4640) or ext. [14640](tel:314.251.4640).

# Rapid Reponse

## Don't worry and wait.

If you feel that a noticeable medical change has occurred in the patient and more attention is required, please contact your nurse first before calling the Rapid Response team.

Call Rapid Response at 1-9712 or, outside the hospital, at 314-251-9712.

Our 24 hour-a-day response team will quickly respond to evaluate your loved one and take action as needed.

Our commitment: From the moment you step through the doors of Mercy Hospital St. Louis, we will provide you and your loved ones exceptional care and service - in a healing, compassionate and supportive environment. If you have concerns, questions or suggestions, please contact a member of our leadership team or call 314-251-6000 and ask for the administrator on call.

# During Your Stay

We have policies and procedures in place to help you and your family work with our doctors, nurses and staff to get the most from your hospital stay. Please take a few minutes to review these guidelines with your loved ones.

## Your ID Bracelet

As a patient, you will receive a special identification (ID) bracelet that states your name and hospital number, your physician's name and other important information. Your ID bracelet will be checked often during your stay. Please wear it at all times to prevent delays with important lab tests, X-rays and various other tests and treatments. If your ID bracelet is damaged or lost, please let your nurse know immediately.

## Visitor Passes

All visitors in the hospital during the night will need to wear a visitor pass. Security will issue passes between 9 p.m. and 5 a.m. at the hospital's main entrance and the entrance to the Emergency Department. During this time, these are the only two unlocked entrances to the hospital. Visitor passes need to be visible at all times. They should have the visitor's name, the location in the hospital they are visiting and the date. Visitor passes are not needed during the day.

## Visitor Guidelines

We encourage visitors for emotional support and recovery. To provide a restful and safe environment, we ask that all visitors comply with the following guidelines:

- Be considerate of other patients by keeping noise to a minimum.
- Refrain from visiting if you have a cold, sore throat or any contagious disease.
- Observe "No Visiting" and precaution signs before entering a room.
- Do not smoke on the hospital campus.
- Leave the room during tests or treatments if asked.

## Visiting Hours

### General

Our open visiting policy allows visitors 24/7 access. Please be courteous to patients in need of rest.

### Mother-Baby

The father or significant other may visit anytime. During labor, two visitors are permitted with the mother-to-be. Other family members or friends are asked to stay in the family waiting area. All children, including siblings, must be accompanied by an adult.

### Intensive Care Unit

Visitors are restricted to two at one time. The nurse or physician may limit visits at their discretion.

# During Your Stay

## Free Medical Interpreters Available

Language interpreters and translation services are available at no cost when necessary to accomplish effective communication in the context of medical treatment, obtaining consent for procedures or tests, and providing information relating to health care recommendations, education, instructions, medications, diagnoses and prognoses.

## Contamos con traductores sin costo

Si necesita ayuda para comunicarse con los médicos y las enfermeras, preguntele a un miembro del personal del hospital.

## Parking

Free parking for patients and visitors is available near all entrances to Mercy Hospital and the surrounding office buildings. Please be sure to lock your car and keep valuables in the trunk. A free shuttle service is available from all parking lots to the hospital and doctors' buildings. To return to your car, go to any patient entrance and press the shuttle button or call 314-251-6050 or ext.16050.

Valet parking is free for guests at four locations, Monday through Friday: Medical Tower A, from 7:30 a.m. to 6 p.m.; Heart Hospital, from 8 a.m. to 6 p.m.; David C. Pratt Cancer Center, from 8 a.m. to 4:30 p.m. and the Emergency Department from 11 a.m. to 9 p.m.

*Please see the map on page 14 for locations of valet parking.*

## Your Room

All rooms at Mercy Hospital are private. Your room assignment is based on your admitting diagnosis and the beds available on the day of your admission.

## Your Hospital Bed

Your surroundings will be different from home, and sleeping medication could cause you to become confused during the night. Please be aware that your hospital bed may be more narrow and higher than your bed at home. For this reason, the top two side rails will be raised at night. All four side rails may be raised at your request. For your safety, you are encouraged to remain in bed or call your nurse for help.

## Public Restrooms

Public restrooms are available for visitors throughout the hospital and all waiting areas. In-room restrooms are for patients only.

## Lodging

There are several hotels near Mercy. Some offer discounted rates. Please ask the information desk or call Guest Services at 314-251-6180 or ext. 16180 for a list of nearby hotels. Mention that you are a family member of a patient at Mercy when you check in.

## Transportation

Mercy is served by Metro Transit-St. Louis with buses making stops on Ballas Road near all entrances to the hospital and in the parking lot outside the hospital's main entrance. Schedules are available at the Information Desk or by calling Metro Transit-St. Louis at 314-231-2345.

To arrange for a taxi, call St. Louis County Cab at 314-993-8294 or Laclede Cab at 314-652-3456.

## Leaving the Floor

Please check with your nurse before you leave the floor for any reason to make sure your physician has given approval and to let us know where you will be.

## For the Deaf and Hearing Impaired

An interpreter, assistive listening devices, telecommunications devices (TDD) and closed-caption televisions are available at no cost for the hearing impaired. Ask your nurse for assistance.

## Transporters

If you have special needs, a hospital transporter is available to help. Patients with visual impairment, or those who use wheelchairs or have difficulty walking can ask for help in any patient care area or at an Information Desk. There is no charge for this service.

## Telephone

Telephones are provided in all patient rooms. Your family and friends may call patient information at 314-251-5555 to be connected to your room. You may place an outside call at any time.

To place a call within the hospital, dial the last five digits of the phone number (example: dial 15555 for 251-5555.)

To place a local call outside the hospital, dial 9 + the outside number, including area code.

If you would like to make a long-distance call, you may call collect, charge it to your telephone credit card or bill it to a third party. Calls may not be billed to your room.

## Telephone Directory

Main Number  
314.251.6000

Cafeteria  
314.251.8102

Chaplain/Pastor  
314.251.6470

Gift Shop  
314.251.6293

Guest Services  
314.251.6180

Patient Relations  
314.251.6484

Pharmacy  
(Gift Shop)  
314.251.6900

Pharmacy (Tower A)  
314.251.7444

Safety & Security  
314.251.6050

Specialty Pharmacy  
(David C. Pratt  
Cancer Center)  
314.251.5478

# During Your Stay

## Leave Your Valuables at Home

If you have valuables, such as jewelry, credit cards and cash, please give them to a relative or friend to take care of during your stay. Store your contact lenses, eyeglasses, hearing aids and dentures in containers labeled with your name and place them in your bedside table drawer when not in use. Please don't put them on your bed or food tray - they may be damaged or lost. Mercy Hospital St. Louis cannot be responsible for replacement of personal belongings.

## Wireless Internet Service

Patients, visitors, co-workers and physicians have access to free, high-speed wireless Internet access (WiFi@Mercy) for their web-enabled devices. This service allows you to check email, browse the internet or connect to servers for work, education, entertainment, etc.

## Electrical Devices

Electrical devices including hair dryers, curling irons, razors, heating pads, portable heaters and other devices are not permitted in patient rooms.

## Cell Phones

Cell phone use is prohibited in patient care areas as it may interfere with the function of critical medical equipment. You may notice some of the patient care staff using cell phones. This is a special dedicated internal cell system that operates on a different frequency than standard cellular phones and does not interfere with Mercy medical equipment.

## Hospital Safe

If you can't send your valuables home, please speak with your nurse about storing them in the hospital safe. Mercy Hospital St. Louis cannot be responsible for any valuables left in your room.

## Fire Safety

We periodically conduct fire drills. If you hear an alarm, stay where you are. In the event of an actual emergency, hospital staff will notify you.

## Smoking

Smoking and/or the use of any tobacco or e-cigarette products is not permitted anywhere in the hospital or on hospital grounds.

## TV

The TV can be operated only by using the remote control; bed controls do not control TV operation. We provide basic and extended basic cable TV channels. Please be considerate of others when turning on the TV or adjusting the volume.

- |    |                              |    |                     |
|----|------------------------------|----|---------------------|
| 2  | KTVI-2/FOX                   | 38 | CNN                 |
| 3  | TV Land                      | 39 | Headline News       |
| 4  | KMOV-4/CBS                   | 40 | CMT                 |
| 5  | KSDK-5/NBC                   | 41 | VH-1                |
| 6  | SPIKE TV                     | 42 | MTV                 |
| 7  | ION Television               | 45 | Cartoon Network     |
| 8  | Bravo                        | 46 | CNBC                |
| 9  | KETC-9/PBS                   | 47 | MSNBC               |
| 10 | SYFY                         | 48 | Fox News            |
| 11 | KPLR-11/CW                   | 49 | TNT                 |
| 12 | KDNL-30/ABC                  | 50 | ABC Family          |
| 13 | WPXS-13/IND                  | 51 | TBS                 |
| 14 | QVC                          | 52 | Disney              |
| 15 | Fox Sports 1                 | 55 | TLC                 |
| 16 | MLB                          | 56 | History Channel     |
| 18 | Spirituality Channel         | 57 | National Geographic |
| 19 | EWTN                         | 58 | Animal Planet       |
| 20 | Care Channel 1               | 61 | Oxygen              |
| 21 | Care Channel 2               | 62 | Food Network        |
| 23 | WGN                          | 63 | TruTV               |
| 24 | KNLC-24/IND                  | 64 | Travel Channel      |
| 25 | Newborn Channel<br>(English) | 65 | E!                  |
| 26 | Newborn Channel<br>(Spanish) | 68 | BET                 |
| 28 | USA                          | 69 | Comedy Central      |
| 29 | Lifetime                     | 70 | TV Land             |
| 30 | HGTV                         | 71 | SPIKE TV            |
| 31 | AMC                          | 72 | Bravo               |
| 32 | Nickelodeon                  | 73 | SCI-FI              |
| 33 | Discovery                    | 74 | Tru TV              |
| 34 | A&E                          | 75 | NBCSN               |
| 35 | ESPN                         | 77 | FX                  |
| 36 | ESPN2                        | 78 | Kids Movies         |
| 37 | Fox Sports Midwest           | 79 | Teen Movies         |
|    |                              | 81 | Zoo TV              |
|    |                              | 96 | Weather Channel     |

## Mail and Flowers

Mail and packages will be delivered to your room every morning. Stationery is available in the Gift Shop. Give your outgoing mail to your nurse or to a volunteer for mailing.

Florists deliver directly to patient rooms. Please note that flowers are prohibited in Intensive Care Units. Latex balloons are not allowed anywhere in the hospital due to allergy concerns.

## Newspapers

You may buy newspapers from the Gift Shop by calling 314-251-6293 or ext. 16293

# During Your Stay

## Where's The Cafeteria?

### LOCATION:

Catherine's Cafeteria is near the main lobby on the first floor. Visitors are welcome!

### Daily Hours:

#### Breakfast

6 a.m. - 10:30 a.m.

#### Lunch

11 a.m. - 2:30 p.m.

#### Dinner

3:30 p.m. - 9 p.m.

#### Night Shift

11 p.m. - 5 a.m.

#### Pizza, Deli and Grill

11 a.m. - 9 p.m.

## ATM

Automated teller machines (ATM) are located on the main level by the cafeteria and ground level at the bottom of the escalators.

## Medications from Home

Please do not bring any medications (prescriptions, over-the-counter or illegal drugs) to the hospital. All medications you take while a patient at Mercy have been prescribed by your physician, are dispensed by the hospital pharmacy and administered by a trained professional. Patients are not permitted to administer their own medications or to keep personal medications, unless approved by their physician.

## Catherine's Cafeteria

Catherine's Cafeteria offers a large selection of hot and cold foods for breakfast, lunch and dinner. See sidebar for hours.

## Baggot Street Café

Baggot Street Café is located in the lobby on the ground floor of Mercy Doctors' Building, Tower A. It offers a variety of food items from breakfast to sandwiches, salads and snacks. It is open Monday through Friday from 7:30 a.m. to 3 p.m.

## Mercy Cafe - Heart Hospital

Mercy Cafe - Heart Hospital is located on the second floor of the Heart Hospital near the admitting office. It offers drinks, salads, pizza, deli sandwiches and desserts and is open every day from 7 a.m. to 3 p.m.

## McAuley's Mocha and More

Our gourmet coffee bar is located on the first floor of the hospital in the back of the main lobby, near the south elevators. It's open Monday through Friday from 6:30 a.m. to 9 p.m. and Saturday from 6:30 a.m. to 7:30 p.m.

## Vending Machines

Vending machines offering beverages and snacks are available throughout the hospital. Please ask your nurse.

## Pastoral Care

We believe your care requires attention to your spiritual as well as physical and emotional needs. Members of the Pastoral Services staff are available to assist you, whatever your religious affiliation. Priests, ministers, rabbis, religious and lay men and women with specialized training for health care ministry are available. Your priest, minister or rabbi is always welcome to visit during your stay. For information, call 314-251-6470 or ext. 16470.

## Chapel

The chapel is located on the first floor between the Heart Hospital and the entrance to the cafeteria or the blue elevators. It's open 24 hours a day, seven days a week and is available to people of all faiths. In addition to providing a quiet place for prayer and meditation, Catholic Mass is offered in the Chapel at the following times:

Monday - Friday - noon

Sunday - 9 a.m.

Saturdays and Holidays - No Mass

These Masses are televised to patient rooms on Channel 18, our Spirituality Channel. Channel 18 features spirituality programming 24 hours a day, including Protestant worship services. Please ask your chaplain for a schedule of programs. In addition, morning and evening prayer are offered over the hospital's public address system daily.

## Gift Shop

The Mercy Gift Shop, located in the main lobby offers gift items, jewelry, magazines, paperback books, greeting cards, candy, toiletries, flowers and plants. Flowers are delivered by volunteers or by the florist. Please note that flowers and plants are not permitted in the Intensive Care Units or the Burn Center. To order flowers and other items, call the Gift Shop at 314-251-6293 or ext. 16293.

### HOURS:

Monday - Saturday  
8 a.m. - 8 p.m.

Sunday:  
10 a.m. - 4 p.m.



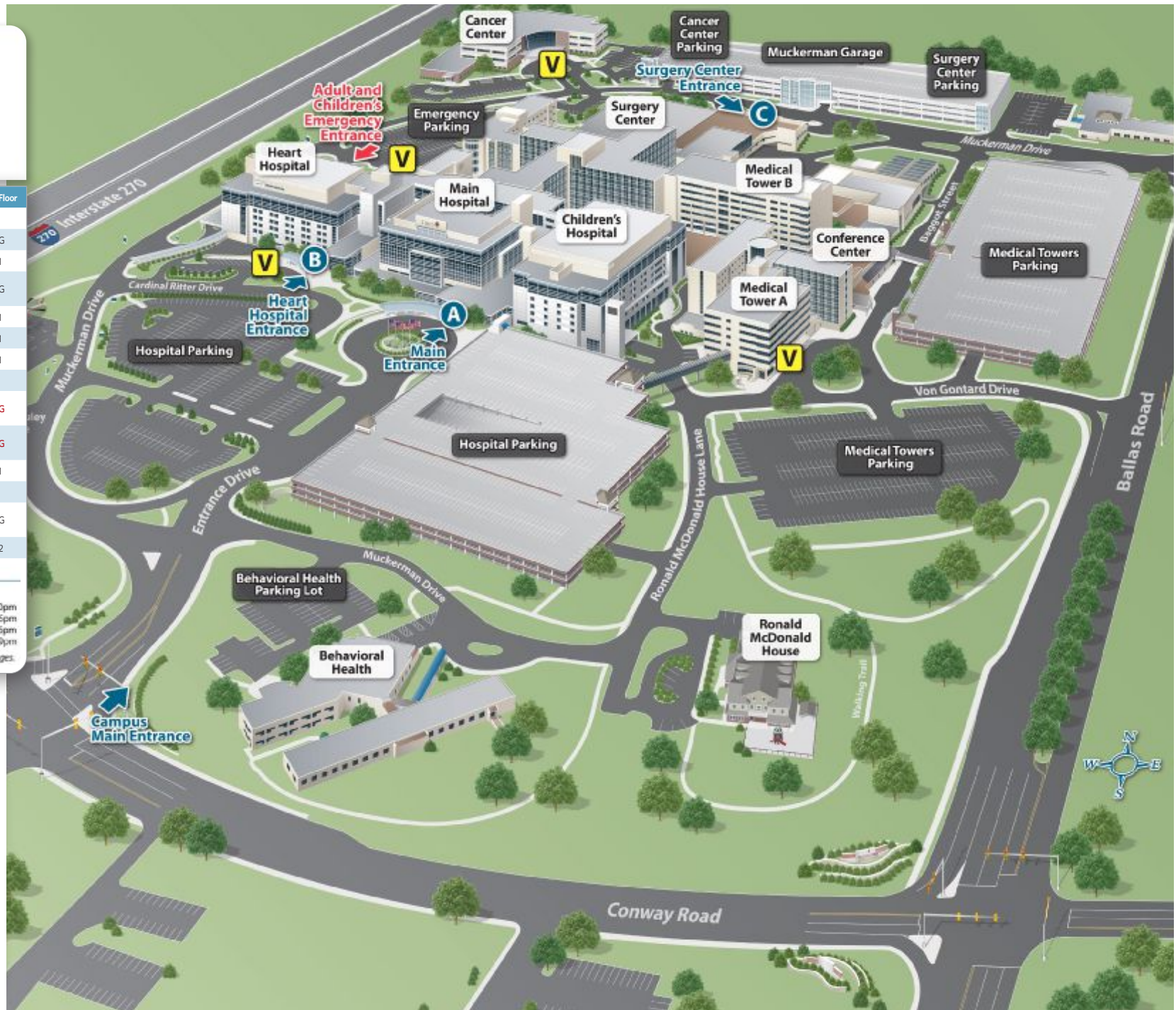


Mercy Hospital St. Louis  
314.251.6000

Department	Building	Floor
<b>Admitting Locations:</b>		
Behavioral Health	Main Hospital	G
Cancer Care Center	Cancer Center	1
Children's Test and Treatments	Children's Hospital	G
David C. Pratt Cancer Center	Cancer Center	1
Outpatient MRI/CT	Main Hospital	1
Same Day Surgery	Surgery Center	1
<b>Emergency Department:</b>		
Adult	Main Hospital Emergency Entrance	G
Children's	Main Hospital Emergency Entrance	G
MRI/CT Imaging Center	Main Hospital	1
<b>Outpatient Services:</b>		
Children's Test and Treatments	Children's Hospital	G
Sleep Medicine	Convent Building	2

**Parking Legend**

- V** Valet Service available for those visiting:
- Cancer Center ..... 8am - 4:30pm
  - Heart Hospital ..... 8am - 6pm
  - Medical Tower ..... 7:30am - 6pm
  - Emergency Department ..... 11am - 9pm
- Handicapped parking spaces are available in all lots and garages.



# Patient Rights

Our intention is to provide quality health care that includes dignity and respect. The following highlights a few of your Rights and Responsibilities: a brochure that lists all of your Rights and Responsibilities can be obtained from your nurse. At all times, we recognize you have the right to:

- Participate in the development and implementation of your care and treatment.
- Make informed decisions regarding your care.
- Be informed of your health status.
- Receive services at Mercy on a nondiscriminatory basis without regard to race, religion, color, sex, national origin, age, mental status, sexual orientation, gender identity or expression, genetic history, political affiliation, veteran status, disability or any classification or characteristic protected by law.
- Request or refuse treatment or services that are medically necessary and appropriate.
- Formulate Advance Directives.
- Have hospital staff and practitioners comply with your Advance Directives.
- Have a family member or representative of your choice and your own physician be notified promptly of your admission to the hospital.
- Personal privacy and to have personal possessions reasonably protected.
- Receive care in a safe setting.
- Be free from all forms of abuse and harassment.
- The confidentiality of your clinical records.
- Access information contained in your clinical records within a reasonable time frame.
- Be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.
- Appeal premature discharge.
- Designate preferred visitor(s), including withdrawing or denying visitor privileges.

## Patient Privacy

Mercy is committed to the privacy and security of your personal information. Both our Electronic Health Record and our traditional file systems are maintained using the latest information security procedures.

For a complete explanation of our privacy policy, please ask a Mercy co-worker for more information.

If you have questions or concerns regarding our privacy policies, please contact your physician's office or any of the Mercy offices listed below.

**Information Privacy Officer:**  
14528 South Outer Forty Rd., Ste. 100  
Chesterfield, MO 63017  
314.364.3381

**Director of Health Information Management:**  
615 S. New Ballas Rd.  
St. Louis, MO 63141  
314.251.4622

## Your Responsibilities

- You are responsible for actively taking part in your care and informing us of others with whom we may communicate regarding your care.
- You are responsible for being respectful of other patients, visitors and staff.

# Preparing to Leave the Hospital

## Your Bill

Your bill reflects all of the services you have received during your stay at Mercy. Charges fall into two categories: a **basic daily rate**, which includes your room, meals, nursing care, housekeeping, telephone and television; and **charges for special services**, which include items ordered by your physicians, such as X-rays or laboratory tests. If you have questions about your Mercy bill, please feel free to call us at **314-364-4200** or toll free at **800-833-0799**. Payment can be mailed to the address on your bill.

## Professional Charges

You may receive separate bills for certain tests and treatments for professional services rendered by pathologists, radiologists, cardiologists, anesthesiologists and other specialties. These physicians are required to bill separately. Some physician specialists may not participate in your health plan and you may be responsible for part or all of their bills. If you have questions about these bills, please call the telephone number printed on the statement.

## When You Are Discharged

Your physician determines when you are ready to be discharged. Your physician and nurse will provide discharge instructions and answer any questions you have about managing your treatment and medications once you are home. If you are confused or unsure about what you need to do, what medications you must take or if you have to restrict your diet or activities, don't be afraid to ask and take notes. Be sure you understand any instructions you have been given before you leave the hospital.

## Insurance Claims

Become familiar with the terms of your health care plan. This will help you understand Mercy's billing procedures and charges. Your insurance policy is a contract between you and your insurance company. As a courtesy, we will submit bills to your insurance company and will assist you in receiving the full benefit of your health insurance plan. Please remember that payment of your bill is your responsibility. We have several payment options available to assist you. If there is a question about your health care coverage, a hospital representative will contact you or a member of your family during your stay to get the necessary information. We also provide several options for patients who receive services without insurance coverage to address differences in payment requirements.

## HMOs and PPOs

Your plan may have special requirements, such as a second surgical opinion or pre-certification for certain procedures. We ask you to make sure your plan's requirements have been met, but we encourage you to ask us questions if you are confused about your coverage. Following your plan's requirements is important, as you may otherwise be financially responsible for all or part of the services rendered in the hospital. Some physician specialists may not participate in your health care plan and their services may not be fully covered.

## Co-Insurance

Upon registration, we'll ask to see your insurance card. This gives us the information we need to work directly with your insurance company. Depending on your coverage and deductible, we may ask you to make a co-payment or partial payment that day. We will also ask you to sign a form giving the insurance company permission to pay Mercy directly. This speeds payment and saves you the trouble of transferring money from your insurance company to Mercy.

## Third-Party Liability (TPL)

If you are a Medicare or Champus/Tricare patient and have been involved in an accident where there is third-party liability insurance, you will be requested to complete a TPL form. These forms are available in Admitting, Cashier and Financial Counselor offices. Medicare and Champus/Tricare require the third-party liability insurance to be billed as primary.

## Financial Counseling

Financial counselors are available to assist you while you are a patient at Mercy. To reach a financial counselor, call 314-251-3832 or ext. 13832. Office hours are Monday through Friday from 8 a.m. to 4:30 p.m.

## Payment Options

We ask for payment within 15 days after you receive a statement from us. We offer several options for your convenience:

- Full payment may be made by cash, VISA, Discover or MasterCard. Please visit our Billing Center to make payments online. Other arrangements may be made by contacting a financial counselor or the Patient Accounting department.
- We also seek alternatives for patients in temporary financial need and those uninsured patients who cannot afford full payment of their hospital charges. Payment plans and, if appropriate, bill reductions are offered to patients with demonstrated need or an inability to pay.
- To reach Patient Accounting from home, call 314-364-4200. If you live outside the area, call toll-free 800-833-0799. Office hours are Monday through Friday from 7:30 a.m. to 5 p.m.

## Financial Assistance/Charity Care

As a part of our healing ministry, Mercy is committed to providing quality health care services to patients regardless of their financial situation. We offer payment assistance for those who do not have insurance or who are in financial need.

## Medicare

Your Medicare card should be presented at registration time to verify your eligibility and help process your Medicare claim. Please note that the Medicare program specifically excludes payment for certain items and services, such as cosmetic surgery, some oral surgery procedures, personal comfort items, hearing evaluations and others. These non-covered charges, as well as deductibles and co-payments, are your financial responsibility.

## Medicaid

It is important to present your Medicaid card. It helps us manage your account and identify Mercy as a part of your health care plan.

### **Additional Financial Assistance**

After appropriate discounts have been applied, arrangements may be made for an interest-free, monthly payment plan. Generally, no patient's financial responsibility will be greater than 20 percent of annual household income, adjusted to consider availability of other assets that could be used toward making payments.

If you have concerns about your ability to pay for your care or questions about financial assistance or charity care discounts, please call **314-364-4200** or toll-free at **800-833-0799**.

### **Uninsured Patient Discounts**

We will provide a discount from the hospital's regular billed charges to patients who do not have insurance.

This includes patients whose financial situation normally would otherwise qualify them for charity-care discounts. The discount for all uninsured patients will be at least 15 percent. The exact amount of the discount will be calculated based on the average discounts provided by the hospital to commercial managed care payers, such as insurance companies.

Patients without insurance whose financial situation qualifies them for charity care discounts (see Eligibility Guidelines below) must first find out if they are eligible for Medicaid before applying for financial assistance. Patients denied Medicaid eligibility then must provide certain information to show financial need.

Applications for charity care discounts will be reviewed for eligibility based on the applicant's income, family size, amount of payment due and availability of other assets or resources. Please note that care must be medically necessary to be considered eligible for uninsured patient discounts.

### **Eligibility Guidelines for Charity Care Discounts**

The Federal Poverty Guidelines for income are the basis for determining eligibility for charity care discounts. For example, individuals with incomes below 100 percent of the Federal Poverty Guidelines will be eligible for free care. Individuals with incomes greater than 100 percent of the Federal Poverty Guidelines may be eligible for care at discounted rates depending on their income level and/or amount due to the hospital.

### **Uninsured?**

If you are in need of assistance with your hospital bills, call **314-364-4200** or toll-free at **800-833-0799**.

# Advance Directives

### **Patient Services Advance Directives**

The Patient Self-Determination Act of 1991 requires health care providers to inform you of your rights as recognized under Missouri law to make decisions concerning your medical care. This includes your right to accept or refuse medical or surgical treatment and your right to write an Advance Directive.

Advance Directives are written instructions about how you want medical decisions made if you can no longer communicate your wishes. The two most common types of Advance Directives are a Durable Power of Attorney for Health Care and a Health Care Directive. A Durable Power of Attorney for Health Care allows you to appoint someone to make health care decisions for you, if you are unable to do so. These decisions may include, but are not limited to, decisions to withhold or withdraw life-prolonging procedures. A Health Care Directive is similar to a Living Will. It allows you to state, in advance, your wishes regarding the use of life-prolonging procedures.

During the inpatient admission process you will be asked if you have an Advance Directive. If you have one, it is your responsibility to provide Mercy with a copy so it can be placed in your medical chart. Please discuss your Advance Directive with your physician to ensure she/he has no ethical concerns about carrying out your instructions.

If you do not have an Advance Directive, but would like more information or would like assistance completing one, please tell your nurse. She or he will contact someone from our Pastoral Services department to assist you. While here, you also may view information about Advance Directives on Channel 18, our Spirituality Channel. After leaving Mercy, you're welcome to call Pastoral Services at **314-251-6470** or ext. **16470** to ask that an Advance Directive packet be mailed to you.

It's Mercy's policy to honor your Advance Directive within the limits of the law and the guidelines of the current Ethical and Religious Directives for Catholic Health Care Services provided by the United States Conference of Catholic Bishops (USCCB).

# Staff Definitions

## Physicians

The physician responsible for your care in the hospital may be your primary care physician, a specialist or a hospitalist.

## Hospitalists

Hospitalists work in close consultation with your primary care physician and specialists. They manage your hospital experience from admission until discharge.

## Nurses

A registered nurse is responsible for supervising patient care and directing the nursing and support staff of each unit. Registered nurses are assisted by nursing assistants and nurse technicians.

## Rehabilitation Therapists

Physical therapists, occupational therapists, speech pathologists and audiologists will work with you, your family and your medical team to help meet goals of recovery.

## Technicians and Technologists

Skilled health professionals perform and assist with laboratory and other procedures, including X-rays, mammograms, ultrasound, CT scans, MRIs, cardiac catheterizations, radiation therapy and other procedures.

Mercy Hospital St. Louis has 1,525 medical staff physicians, all dedicated to giving you the best care possible.

## Social Services - Ext. 16094

Our social workers are available to help patients and family members deal with financial, social and emotional problems that relate to illness or hospitalization, including planning for long-term illnesses and rehabilitation. If you'd like to speak with a social worker, please ask your nurse and they will schedule that service for you. Social Services can be reached in the hospital from 8 a.m. to 4:30 p.m. at 314-251-6094 or ext. 16094. They can also be contacted for emergencies 24-hours a day through the hospital operator.

## Pharmacists

While you are in the hospital, all of your medications are dispensed by our hospital pharmacists. They can answer any questions you have regarding your medications.

## Chaplain - Ext. 16470

Members of the Pastoral Services staff are available to all patients and families. A chapel is located on the first floor.

## Volunteers

Volunteers provide support throughout the hospital and give thousands of hours each year to enhance the care of patients and their families. If you wish to join our Volunteer team, please call 314-251-6180.

# Resources

## Appointments

You can make an appointment at the hospital for many services with one call to 314-251-6000. We'll make every effort to see you at your appointed time. If you're running late, please call to let us know so we can adjust your appointment and accommodate our other patients.

## Blood Donor Program

Mercy is one of the few hospitals in the metropolitan area to sponsor its own full-service blood bank. If you, your family or friends are interested in donating blood, call 314-251-4483 or ext. 14483 within the hospital. Mercy also offers a convenient mobile service. Blood drives can be set up at your office, school or church. Call 866-37DONOR for more information.

Why should I donate? Your blood donation directly helps the people who need it most. It costs you nothing to give and your donation makes a positive difference in the life of another person.

Who will receive my donation? Recipients of blood donor products are patients at Mercy Hospitals in St. Louis, Washington and Crystal City, Missouri. They could be accident victims, cancer patients, someone under-going surgery or a newborn baby in the Neonatal Intensive Care Unit.

How long will it take? The actual blood donation takes only about 10 minutes. However, plan on spending an hour to allow time to register, be screened, donate and have a snack. Apheresis/platelet donations take approximately two hours. Appointments are strongly encouraged.

## Pharmacy

In a hurry? Our Mercy Lobby Pharmacy can have the medicines you need to take home delivered to your room prior to discharge. Ask your nurse for details or call 314-251-6900. The pharmacy accepts most insurance prescription cards.

If you have any questions about your medications, the Mercy pharmacist will be happy to help. Ask when you pick up your medication or call 314-251-6900 or ext. 16900.

Mercy Pharmacy participates in a number of prescription benefit plans. Call 314-251-6900 to see if your plan is included. Medicaid benefits are also accepted. Please show your Medicaid papers to the pharmacy staff before you get your prescriptions filled. We accept cash and most credit cards for payments and co-pays. Mercy Lobby Pharmacy hours are Monday - Friday: 8 a.m. to 8 p.m. Saturday: 9 a.m. to 5 p.m. Sunday: 10 a.m. to 2 p.m.

## Protective Services

Mercy supports a patient's and family's right to access protective services, including the Division of Family Services, Child Protective Services, Division of Aging, Adult Protective Services, order of protection, guardianship, conservatorship, the long-term care ombudsman and consumer advocacy programs related to health care and health care reimbursement. For more information about protective services and/or contacting any of those agencies, please call Care Management at 314-251-6094 or ext. 16094.

# Resources

## Caregiver Resources

### Mercy Home Health

314.729.4550

Helping you recover at home after surgery, illness or injury.

### Mercy Hospice

314.729.4400

Support and compassion for families and their loved ones during the final months.

### acl.gov

Caregiver support groups and articles on caregiving.

### Eldercare Locator

800.677.1116

www.eldercare.gov

Help with locating services for the aging throughout the U.S.

### 800-MEDICARE

www.medicare.gov

Official U.S. government site for people with Medicare.

### National Alliance for Caregiving

www.caregiving.org

Support for family caregivers and the professionals who serve them.

### Caregiver Action Network

202.772.5050

www.caregiveraction.org

Support for caregivers of chronically ill, aged or disabled loved ones.

# Mercy: Our History

## Catherine McAuley and the House of Mercy

Catherine McAuley, as a laywoman, officially 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.

From that humble start, the Sisters of Mercy grew quickly. Today, they sponsor a diverse range of ministries, carrying on Catherine's mission to serve the poor, sick and uneducated – especially women and children.



## The Sisters of Mercy in St. Louis

Led by Sister Mary Magdalene de Pazzi Bentley, the first Sisters of Mercy arrived in St. Louis by steamer on June 27, 1856. When they opened their first health care facility here in 1871 at 22nd and Morgan, they chose St. John of God – the patron saint of hospitals and the sick – as their patron and named it St. John's Infirmary.

In 1891, the infirmary expanded into St. John's Hospital at 23rd and Locust. The hospital moved to Euclid in November 1912. Our current location on Ballas opened in December 1963. And while we became One Mercy and the hospital was renamed Mercy Hospital St. Louis in September 2011, the plaza retains the name of our patron saint: St. John of God.

## St. John's Plaza

St. John's Plaza provides a beautiful outdoor respite for patients, visitors and co-workers. It offers areas for reflection, prayer and community both during the day and as evening falls. If you visit St. John's Plaza, you'll see two pieces of art that help explain our heritage and define Mercy's culture.

## Tender Courage

*By Jane DeDecker, 2014*

In stunning bronze, this sculpture depicts a group of children gently shepherded by Catherine McAuley. She tends their needs while overseeing the mission she has begun.

Together, the four figures form a symbolic circle representing Catherine's unbroken legacy as generations pass on the beliefs and traditions of the Sisters of Mercy.

A young woman, seated, represents the student who becomes the teacher, continuing Catherine's work. She looks up from her Bible study to offer encouragement to the younger girl who is learning needlework, a skill she will need to be self-sufficient. The young boy Catherine holds is barefoot, an indicator of his dire physical needs.

### **The Tender Way of Mercy** *By Abraham Mohler, 2014*

In striking bas relief, Catherine McAuley's life is shown as the living embodiment of Mercy. Through windows and doorways, we see her caring for those in the streets and in the House of Mercy in Dublin. Catherine is seen ministering to the young and the old, teaching, serving and offering tea. We also see her dancing with her Sisters. And we see Sisters of Mercy caring for the sick.

These images highlight Catherine's compassion for the poor and homeless, her care for children and her love for her Sisters. The sculpture is rich with imagery and symbolism from our past - and real glimpses into Catherine's world.

### **Catherine McAuley's Legacy**

Catherine McAuley began her ministry as a laywoman and we, as laypeople - in the spirit of Catherine and the Sisters of Mercy - will continue it for generations to come.



## **Prayer for Healing**

O God, in these days of illness,  
Give me patience, understanding and strength.  
Bring healing and peace to me.  
Renew my mind and body, so that, restored, I may  
serve you faithfully.

O God of power and love,  
fill my life in these moments  
with your healing presence.  
Share your power with me  
so that I may live each new day  
by the strength only you can give.  
Open my heart and mind to the way of health,  
and set my feet on the path of service to others.

Amen



*As a non-profit, 501(c)3 supporting organization, Mercy Health Foundation is dependent on donations from individuals, corporations and foundations to provide programs and services at Mercy Hospital St. Louis.*







*Your life is our life's work.*