



Pike County
Memorial Hospital



SWING BED PROGRAM

Patient Guide

Your Bridge to
Recovery and Independence



PCMH-MO.ORG

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Your Health Is Our Priority

Welcome to Pike County Memorial Hospital, where we have been dedicated to delivering exceptional healthcare services to the residents of Pike County, Missouri, since 1928. Our commitment to quality care has remained unwavering over the years as we continuously adapt to better serve our community's evolving needs.

Pike County Memorial Hospital is a fully licensed acute care facility, offering a comprehensive range of inpatient and outpatient services. Our state-of-the-art facilities are equipped with the latest advancements in medical technology, ensuring that you receive the highest standard of care. Our services encompass a wide spectrum, including radiology, laboratory testing, surgical procedures, physical therapy, and much more.

At Pike County Memorial Hospital, we understand the importance of providing specialized care tailored to individual needs. We take pride in being your trusted healthcare partner. Our compassionate staff and advanced facilities are here to ensure your well-being and provide the highest quality of care possible. Thank you for choosing us as your healthcare provider, and we look forward to serving you and your family for many more years to come.



Tylie Mills, CEO



PIKE COUNTY
MEMORIAL HOSPITAL

Our Mission



To deliver personal, quality and accessible health care to our community.

Our Vision



To be the preferred healthcare provider of choice while sustaining health services in our community.

Our Values



Respect with Compassion for everyone.
Integrity with Dignity in everything we do.
Accountable and Innovative for long-term growth.
Privacy for all patients.
Teamwork that exceeds expectations.

Welcome to the Swing Bed Program!

Today you are being admitted to a skilled care nursing bed, either directly from another hospital, from home, or from an acute care bed at this hospital. You are admitted into the Swing Bed Program because you have made some progress since you were admitted to the hospital, but are not quite ready to return home or to your place of residence and need some additional skilled nursing services. Keep in mind that this change in level of care does not involve any change in the quality of care.

Your total length of stay under Medicare (if applicable) will not be nearly as restrictive as before. You will be asked to participate in your own care and to follow the physician and nursing plan of care. There will be a meeting every Monday, Wednesday, and Friday at 1PM for all of the persons involved in your care, which you and/or your family are invited and encouraged to attend.



A FEW DAILY ROUTINE CHANGES:

- YOUR DOCTOR WILL VISIT YOU EVERY THREE DAYS. THE HOSPITALIST WILL VISIT WITH YOU IN BETWEEN VISITS WITH YOUR DOCTOR. THE NURSES WILL TELL HIM OR HER OF ANY NEEDS OR CHANGES IN YOUR CONDITION ON A DAILY BASIS WHEN NEEDED.
- BATHS AND LINEN CHANGES ARE PERFORMED AT LEAST EVERY OTHER DAY, OR IF NEEDED, WILL BE DONE ON A DAILY OR MORE FREQUENT BASIS AS DETERMINED BY NURSING STAFF.

FEEL AT HOME

- ◆ BRING PICTURES OF LOVED ONES
- ◆ TOOTHBRUSH/TOOTHPASTE
- ◆ DENTURE CLEANER
- ◆ CLOCK/RADIO (ELECTRICAL ITEMS MUST BE CHECKED BY OUR SAFETY DEPARTMENT PRIOR TO USING THEM IN THE HOSPITAL)
- ◆ HAIRBURSH
- ◆ SHAMPOO/CONDITIONER
- ◆ DEODORANT

-
- YOU MAY HAVE A PRIVATE PLACE TO MEET WITH YOUR SPOUSE OR FAMILY AS YOUR CONDITION ALLOWS.
 - YOU MAY HAVE VISITORS AT ANY TIME YOU WISH, PROVIDED THAT THE PRIVACY OF YOUR ROOMMATE, IF YOU SHOULD HAVE ONE, IS RESPECTED DURING HIS OR HER NURSING CARE OR PHYSICIAN VISITS.
 - YOU ARE ENCOURAGED TO BE INVOLVED IN ACTIVITIES PLANNED BY THE NURSING STAFF TO HELP MAKE YOUR STAY MORE ENJOYABLE.

About Our Team

Working Together For Your Success!



Daily Care

Providers and support team will see patients on a daily basis. You may also see the volunteers assisting in planned activities for the swing bed patients.



Discharge Planning

Nursing staff provide the discharge planning and referrals under the direction of your care team. Whether or not you will be going to a skilled, long term care, nursing home or to your own home upon discharge, the nursing staff will insure that you have the equipment and follow up that you need for continued wellness and care. A list of referral agencies is available to you when services are warranted and also, upon your request. You will be asked to choose from a list of providers, with information about any such agency, provided to you by the nursing staff from those providers.



Safety

For your safety, we ask that all valuables be sent home with your family, if at all possible, when you are admitted to Swing Bed. If this is not possible, the nurse will assist you in documenting and counting all valuables and placing them in a safe area of the hospital until you go home or to another facility. Prior to going home, the items will be recounted and you must sign for their return to you



Emergency Alarm

If you hear the fire alarm, stay calm and stay in your room until a staff person gives you direction as to where to go. The nurses will close all room doors for protection. Visitors should do the same until given directions.



Smoking Policy

Pike County Memorial Hospital is a SMOKE-FREE environment. Smoking or the use of tobacco is only allowed in designated smoking areas on any hospital property, in buildings owned or leased (including the Bowling Green Ambulance Base and Bowling Green Medical Clinic), grounds and parking lots. All visitors are expected to abide by this policy.

Swing Bed Patient Rights and Responsibilities

- ✓ Each patient at Pike County Memorial Hospital has a right to a dignified existence, self-determination, and communication with and/or access to persons and services inside and outside of the facility. The hospital will protect and promote the rights of each resident.
- ✓ At Pike County Memorial Hospital, you have the right to exercise your rights as a resident of this facility and as a citizen or resident of the United States. You have the right to be free of interference, coercion, discrimination, and reprisal from the facility in exercising your rights. Your rights may be exercised by any person appointed under State law to act upon your behalf, or any person appointed as legal surrogate designated in accordance with State law may exercise your rights to the extent provided by State law.
- ✓ Multidisciplinary Departments involved in your care include: Radiology, Dietary, Lab, Pharmacy, Cardiopulmonary, Surgery, Pharmacy, Occupational Therapy and Speech Therapy. These departments meet routinely during the week to discuss the progress of care given to our patients, which you or your family members are invited to attend if you have questions, concerns or suggestions for your care.
- ✓ We have ministers or pastors who are available at your request and come daily to the hospital to visit our patients. A list of local minister can be found in your welcome folder.
- ✓ Emergency services are provided 24 hours a day from our Emergency Department and their physicians and staff will respond to emergencies that occur within the hospital also.
- ✓ A gift shop is available, staffed with community volunteers. The volunteers assist in bringing the patient mail, delivering flowers and providing good conversation along with assorted juices to our patients.
- ✓ All patients are required to have ID wrist bands for identification, using your name and date of birth by hospital staff to provide our medications and treatments.

At PCMH

You have the right:

- ✔ To be free from any physical or chemical restraints imposed for purposes of discipline or convenience, and not required to treat the resident's medical symptoms.
- ✔ To be free from verbal, sexual, physical and mental abuse, corporal punishment, and involuntary seclusion.
- ✔ To be fully informed of your total health status, including but not limited to, your medical condition. "Total Health Status" includes your functional status, medical care, nursing care, nutritional status, rehabilitation and restorative potentials, activities potential, mental status, dental status, psychosocial status, and any sensory or physical impairments.
- ✔ To refuse treatment or participation in experimental research. Your treatment includes the care given to you for purposes of maintaining and restoring your health, improving your functioning or relieving any symptoms you may have.
- ✔ To formulate an advance directive and have the facility follow that directive.
- ✔ To choose a personal attending MD or DO.
- ✔ To be fully informed, in advance, about care and treatments, and of any changes in that care which may affect your well-being.
- ✔ To participate in planning your care and treatment, or in planning any changes in your care and treatment.
- ✔ To personal privacy, both visual and auditory, as you desire.
- ✔ To confidentiality of your personal and clinical records unless you are being transferred to another health care institution or if the record release is required by law.
- ✔ To privacy in written communications that include sending and receiving mail that has not been opened, access to stationery, postage and writing objects, at your own expense. Mail is delivered and mailed within 24 hours of receipt by the facility

At PCMH

You have the right:

- ✓ To refuse to, or choose to perform services for the facility, provided the facility has documented the need or desire for work in the plan of care. If you choose to perform services for this facility, the plan of care will specify the nature of the services performed and whether or not the services are voluntary or paid. The compensation for paid services is at, or above, prevailing rates and the work arrangement will be described in the plan of care.
- ✓ To access all records pertaining to yourself, including current clinical records within 24 hours (excluding weekends and holidays) upon an oral or written request.
- ✓ After receipt of your records for inspection, to purchase, at a cost not to exceed the community standard, photocopies of the records upon request, with a 2 day advance notice.
- ✓ To share a room with his or her spouse when married and both spouses consent to the arrangement.
- ✓ To a private room, except when needed for your diagnosis, such as isolation for infection control.
- ✓ To social events and entertainment outside the scope of the activities program.
- ✓ To non-covered special care services such as a privately hired nurse or aide.
- ✓ To flowers and plants
- ✓ To specially prepared or alternative food requested.
- ✓ To expect the facility to provide immediate access to visitors, immediate family or other relatives, subject to your right to deny or withdraw consent at any time, others who are visiting with your consent
- ✓ To keep and use your personal possessions, including some furnishings, and appropriate clothing, as space permits, unless to do so would infringe upon the rights or health and safety of other residents.

DOES INSURANCE COVER SWING BED SERVICES?

Medicare benefits pay for the cost of swing bed services. Many private health insurance providers also pay, pending pre-certification. Self-pay is also an option.

IF USING MEDICARE BENEFITS

Medicare benefits cover swing bed services in full for up to 20 days, and up to 80 additional days, with a co-payment, as long as Medicare criteria are met. Usually, Medicare supplements pay the deductible when Medicare continues coverage. Physician visits are billed to Medicare separately. Your physician and medical team continue to follow your care and progress throughout your swing bed stay to make sure you continue to qualify for coverage based on federal Medicare guidelines.

The length of a swing bed stay is determined by a patient's condition. Care could range from a few days to a few months.

Patients are required to participate in daily therapies or rehabilitation care and must show that they are working toward set health goals.

PATIENT RESPONSIBILITY AND ELIGIBILITY

The amount that you and/or your insurance company pay, changes each year depending upon increases in hospital costs. The following description is based on 2018 amounts:

Skilled Nursing Facility Benefits: You may qualify for limited benefits at a Swing Bed Facility if both the facility and your diagnosis and treatment plan meet Medicare's strict standards. Solely custodial care is not provided. Swing bed nursing facility benefits are available to you only following a hospital stay of at least three (3) days and beginning within 30 days of leaving the hospital for the condition which was treated during the stay.

If you qualify, you pay nothing for the first 20 days, except for any charges that Medicare does not allow. For the next 80 days, you pay charges up to \$167.50 per day and Medicare pays all remaining allowable charges. No benefits are available after 100 days of care in a "benefit period".

If you need further coverage and think you are eligible for Medicaid, please contact:

MO HealthNet Division
615 Howerton Court
PO Box 6500 Jefferson City, MO
65102-6500 Telephone:
573.751.3425
Website: www.dss.mo.gov/mhd

All rooms have a **telephone** provided. All of your calls will be sent to your room unless you request for them not to be. Your room has a direct line posted on the white board in your room, for family and friends to contact you directly.

Meals are provided at the following times: Breakfast at 7:00am, Lunch at 12:00pm and Dinner at 5:00pm. Therapeutic diets and additional snacks or additions to your menu may be ordered by your physician.

You will be asked to assist in filling out your dietary menu as your condition allows. The dietary department will visit you each day and review your meal selections. Vending machines are located in the cafeteria. The cafeteria is open for visitors from 11:00am to 1:00pm.

Visitors may order a tray for \$5.00 by contacting the Dietary Department at extension 7343 or by asking your nurse. The tray for visitors will be brought up with the patient's meal.

The staff of Pike County Memorial Hospital will ask you to bring all of your **medications** for the nurse to review upon admission. The medicines you bring in may be sent home with your family, or can be stored in the pharmacy at the hospital if no family is there to take them home once they are reviewed. Patients are not allowed to use their own medicines unless ordered by the physician.

The hospital pharmacy will dispense your medicines while you are a patient in Swing Bed. All over the counter medication must be in a unsealed original bottle.



The parking lot and entrances to the hospital are **handicap accessible**. Bathrooms with handicap facilities are clearly marked on the door. If you or any of your visitors need special service, any of the hospital employees will be happy to assist you.

Pike County Memorial Hospital feels that as a patient of the Swing Bed Program, you have certain responsibilities to the persons giving your care.

You have the responsibility to:



Give, to the best of your knowledge, all information about your past medical history and present illness.



Follow the treatment plan that your doctor and nurse recommend during your stay and when you are discharged from the facility.



Be in charge of your own actions if you refuse treatment or if you don't follow instructions.



Pay your bill as promptly as possible and give your insurance information when needed.



Follow the rules of the facility



Consider and respect other person's rights and respect the property of others including other patients and staff of the facility.



If you or a family member believe you have been denied a service because of your ability to pay, race, color, national origin, sex, age, religion, political beliefs, ancestry, veteran status, handicap status, or any other classification prohibited by law, you may file a complaint by contacting the local service office or by writing to:



Office for Civil Rights
PO Box 1527
Jefferson City, MO
65102

Resolving Concerns and Complaints

-  In addition to the preceding rights and responsibilities, complaints regarding any aspect of care or quality at Pike County Memorial Hospital will be promptly taken care of by any staff member to whom the complaint or concern is voiced. You, your family members or any staff member may voice your complaints or concerns in writing and send to the administrative department at Pike County Memorial Hospital, 2305 Georgia Street, Louisiana, MO 63353 or call and request the Administrator or the Administrator on Call at 573.754.5531.
-  A patient questionnaire may have been given to you or your family during your stay. Please take a moment to answer the questions and feel free to make comments you feel are necessary. These may be given to your nurse, brought to the Department Director or left at the Registration Desk upon your discharge or at any time during your stay. Your comments to assist us in improving our care are appreciated
-  In the event that you or your family member, or any staff member is not satisfied with the prompt response to your complaint or concern, or if you wish to inform the state agency directly, you may contact the:

1

Missouri Department of Health
Bureau of Health Facility Regulation
PO Box 573, Jefferson City, MO 65102-0570
Phone: 573.751.6451

2

Office of Quality Monitoring
The Joint Commission
1 Renaissance Boulevard
Oakbrook Terrace, IL 60181.
Phone: 800.994.6610 (8:30am to 5:00pm CST)

3

College of American Pathologists
325 Waukegan Road
Northfield, IL 60093-2750
Phone: 866.236.7212



LIST OF CAREGIVERS

<i>Physician</i>	
<i>RN</i>	
<i>LPN</i>	
<i>CNA</i>	
<i>O.T.</i>	
<i>P.T.</i>	
<i>Pharmacist</i>	

<i>Physician</i>	
<i>RN</i>	
<i>LPN</i>	
<i>CNA</i>	
<i>O.T.</i>	
<i>P.T.</i>	
<i>Pharmacist</i>	

<i>Physician</i>	
<i>RN</i>	
<i>LPN</i>	
<i>CNA</i>	
<i>O.T.</i>	
<i>P.T.</i>	
<i>Pharmacist</i>	



**Pike County
Memorial Hospital**

Louisiana Hospital and Clinic
2305 Georgia Street
Louisiana, MO
63353
573-754-5531

Bowling Green Urgent Care
1420 S. Bus. 61
Bowling Green, MO
63334
573-324-5562

Bowling Green Clinic
1015 W. Adams St.
Bowling Green, MO
63334
573-324-5300

Vandalia Clinic
425 Galloway Rd.
Vandalia, MO
63382
573-594-2111