



Welcome

At Bellevue Medical Center, a dedicated team of professionals is committed to providing you with safe, compassionate and effective care.

This team includes many individuals, some you may never meet, who work together to deliver the best experience possible in a patient-centered environment.

During your stay with us, you may have questions. We hope you find this patient information guide helpful. If you have other questions, please talk with members of your health care team or a patient relations representative.



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ABOUT BELLEVUE MEDICAL CENTER

We are a full-service community hospital. Services include primary and specialty care clinics, inpatient care, emergency services, maternity services, inpatient and outpatient surgery, intensive care, cardiology services, cancer/infusion services, diagnostic imaging, lab testing and an outpatient pharmacy. More information, including a complete list of services, providers and physician clinics, can be found on our website *NebraskaMed.com*.

Nebraska Medicine is committed to providing you with high-quality care. Our promise of Serious Medicine Extraordinary Care means we're here to not only treat your illness, but to care for you as a person.

Along with education, our team of researchers is dedicated to finding ways to improve the health of our community and our world.

PATIENT RIGHTS AND RESPONSIBILITIES

Your Rights

As a patient, you should expect to receive the following:

RESPECT

You should expect to be given the correct treatment for your problem by competent staff. They will honor your values and beliefs while you are being cared for. You can expect to be free of any type of abuse or exploitation while in the hospital.

EQUAL CONSIDERATION

Available and medically appropriate patient care and treatment services are offered to patients solely on the basis of medical condition, without differentiation or consideration of race, age, gender, disability, national origin, religion, sexual orientation or gender identity.

PRIVACY AND CONFIDENTIALITY

All information about you will be kept confidential, including the privacy of your health information. The Notice of Privacy Practices explains how your health information may be used.

INFORMATION ABOUT YOUR TREATMENT

Your health care team will tell you:

- Why you do not feel well
- How the treatment can help you and how it could hurt you
- Other treatments available and how they work

- What you can do to help yourself feel better
- How you can be part of your care
- What your health could be in the future
- How long it will take to get better
- What could happen after treatment
- If your care is part of a research program so you can decide if you want to take part or not
- We need to be able to talk and understand one another. Let us know if you need a language interpreter or sign language interpreter or assistive hearing device

WE SUPPORT YOUR RIGHT TO TAKE PART IN DECISIONS ABOUT YOUR CARE

- You will be told all about your illness and treatment before you agree to it. Other possible treatments will be discussed. This will be done before you give your approval
- You may refuse any treatment, test or procedure. We agree to tell you what could happen if it is not done. It is your choice
- You can choose whether to be involved in research
- If you are a minor, the person legally responsible for you will take part in all treatment decisions
- When you are unable to take part in your care decisions, we will go to your next of kin or the person you identified to make decisions for you. That person will be given the same rights as you would
- Emergency situations may not allow you to take part in care decisions. When life-saving treatment is needed, your physician will decide or follow your advance directive if available

- You have the right to receive help when making difficult decisions. Call the operator (dial 0) to ask for an ethics consultant
- You have a right to be free from restraints that are not medically necessary
- For public health and safety, hospitals are required to provide information regarding communicable disease to federal and local agencies

ADVANCE DIRECTIVES

You can state in writing your health care choices or have someone designated to make choices for you. This is called an advance directive. It is the policy of the hospital to honor your preferences regarding medically indicated treatments within the limits of the law and the hospital's capabilities. If you are interested in making an advance directive or want additional information, please ask your nurse or contact our Social Work Department at 402.763.3321.

PAIN MANAGEMENT

Pain management is an important part of your treatment. You and your caregivers will set a goal for pain management. We want you to be as comfortable as possible.

MEETING YOUR NEEDS

It is important you receive the right care for your condition. We will tell you if the hospital cannot provide you with that care. We will help you find and transfer to another facility that can help you.

REPORTING COMPLAINTS OR SAFETY CONCERNS

You have the right to make complaints when you are not happy with the care you receive. We encourage you to partner with your care team members to answer any questions or concerns. This will ensure you have the best possible experience. You may also contact the Patient Relations office directly for additional assistance. If, at any time, you believe that any of the rights afforded to patients have not been fulfilled, contact Patient Relations at 402.559.8158. Sharing a concern will not affect your access to care now or in the future.

You have the right to make an additional complaint if further help is needed. The groups to the left will hear your concerns.

ACCESS TO YOUR HEALTH INFORMATION

You have the right to review your health record and your hospital bill. You can have this information explained to you if needed. We would be happy to answer any questions you may have.

NON-DISCRIMINATION

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

Patient Relations

402.559.8158

Nebraska Consumer Protection Line

800.727.6432

Quality Improvement Organization – KEPRO

855.408.8557

The Joint Commission

Online:

jointcommission.org, access "Action Center", then "Report a Patient Safety Event"

Fax:

630.792.5636

Mail:

The Office of Quality and Patient Safety
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL, 60181

If you speak Spanish or Vietnamese, language assistance services, free of charge, are available to you. Please call 402.559.2010 or 402.559.2496.

Español (Spanish)

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 402.559.2010 / 402.559.2496.

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 402.559.2010 / 402.559.2496.

Your Responsibilities

PROVIDE COMPLETE HEALTH INFORMATION

The hospital staff needs to know your health history to care for you. It is important you give exact facts about your current health. We also need to know your complete past health history. This would include how you currently feel. What illnesses have you had? Have you been in any hospitals before and for what? What medications do you take? What do we need to know to take better care of you?

UNDERSTAND YOUR TREATMENT PLAN

It is important for you to know your treatment plan. It should be clear as to why you are receiving this care. It is your responsibility to speak with your caregivers if you have any questions.

KNOWING YOUR CARE BEFORE MAKING DECISIONS

You are responsible for the decisions you make about your care. We want you to have as many facts about your condition and care before you decide on your treatment. Be sure to tell your doctor if you are unable to go through with the treatment plan.

You may be asked to agree in writing to certain tests, procedures or surgery. Ask as many questions as you need. It is important to know what you are agreeing to before signing each form.

MAKE SURE YOUR HOSPITAL BILLS ARE PAID

It is your responsibility to give us current insurance information. We will bill insurance first. You are responsible for paying any remaining balance in a timely manner.

REPORT CHANGES

Tell your doctor about any changes in your health.

RESPECT OTHERS

All patients have the right to privacy. Consider the number of visitors you have and speak quietly. Noise levels and lights should not disturb other patients. **No recordings or photographs of anyone are allowed without consent.**



HOSPITAL POLICIES AND RULES

Patients have the right to know the hospital policies and rules. It is the patient's and visitor's responsibility to follow the rules.

One Chart | Patient

If you have any questions about our policies, please ask our staff. General guidelines can be found inside this guide.

YOUR HEALTH RECORDS

One Chart

At Nebraska Medicine, we use an electronic health record (EHR) we call One Chart. It allows us to keep all of your health information in your personal medical record, allowing for your health care team to coordinate your care. We take careful measures to ensure this information is kept secure and private.

You can access parts of your medical record at any time using One Chart | Patient. It's an easy tool to use on your computer, tablet or your smart phone. You can review lab results, request a medication renewal or send a message to your provider. Information on how to set up an account is provided in your After Visit Summary (or your discharge paperwork). If you have questions, call 402.559.0700 or email onechartpatient@nebraskamed.com.

ELECTRONIC HEALTH INFORMATION EXCHANGE

At the time of registration, you will be informed about our use of electronic health information exchange (HIE). HIE is an Internet-based, health information exchange. Health care providers and health insurers from across the country and the world may share and use your information, as permitted by law.

Benefits of participation may include:

- Your doctor(s) can quickly find health information about you, such as your lab and X-ray results, from providers who have treated you in the past
- Your doctor, hospital or pharmacy can quickly verify your insurance coverage
- Your health insurer can electronically obtain health information needed to process your claim

Participation in HIE is voluntary. Patients concerned about sharing their health information in this way can choose to opt out of the HIEs at the time of registration. If you opt out, your decision applies only to our sharing your information through HIE and does not prevent us from requesting your health information from other health care institutions where you have previously received care.

YOUR HOSPITAL STAY

During Your Stay

While you are here, we want you to feel safe and confident with the care and services you receive. Each shift, a nurse will be assigned to you. They will guide and provide your care. Your nurse will complete your assessment, administer your medications, review your doctor's orders with you and answer your questions. They will also discuss your treatment plan for the day with you. It is their goal to check in with you about every hour. Use your call light for immediate needs. Your nurse may use a smartphone to communicate with other medical staff. The smartphone allows for texting capabilities to reduce interruptions.

You may also have a patient care tech assigned to you each shift. The role of the tech is to assist the nurse with taking vital signs, bathing, toileting, helping you in and out of bed and walking with you.

During your stay, you may have a number of tests and/or procedures performed. We are here to help you and keep you informed. Before any procedure, you should understand the purpose, any risks, discomforts and the expected benefits of the procedure.

You will likely receive medications and fluids during your hospital stay. These may be given through an intravenous

(IV) line or orally. You will be given information about the medications you are taking, what the medication is for and what the side effects might be.

PREVENTING FALLS

Your safety is very important to us. Preventing falls is something we take very seriously. When you sit or lie down for a long time, you are more likely to feel dizzy and weak when you stand up. Potential side effects of your medications can make you dizzy or confused. Use the call light system when you need help. Falls can happen at any time. Please ask for assistance when you need it. Always wait for a nurse or care tech to come to your aid before getting up by yourself, especially if you feel weak or dizzy.

MEDICATION AND PATIENT SAFETY

Whether you are in the hospital or at home, your medical and personal safety is a priority to us. We have many procedures and practices in place to ensure your safety. Steps YOU can take to be an active participant in your care are listed below.

- Write down the name, strength, dose and directions for the medications you take and why you take them. To help prepare for your discharge, educate yourself during your stay and ask questions about any new medications, including the reason for taking the medication and side effects
- Educate yourself about your diagnosis, the medical tests you are undergoing and your treatment plan
- Communicate if you have questions or concerns
- Ask about the care you are receiving
- Remember to participate in all decisions about your treatment. You are the center of the health care team
- Enlist a trusted family member or friend to be your advocate
- Nebraska Medicine uses several different procedures to help ensure the five rights of medication safety are protected: right patient, right medication, right dose, right time and right route
- Before a clinician gives medication, they will scan the bar code on your wristband and scan the medication package to ensure the correct medication is given
- We take multiple steps to ensure the medication you receive is correctly and safely administered

ANTIBIOTIC USE DURING YOUR STAY

Antibiotics are medicines used to treat infections caused by bacteria. During your stay, you may be started on one or more antibiotics. To make sure these medicines are right for you, your care team will perform some testing. Your medicines may be changed or stopped based on the results of these tests. At Nebraska Medicine, we take using antibiotics seriously. Using antibiotics when they are not needed can be harmful. Our goal is to give you the best treatment and use antibiotics wisely.

Your pain control is one of our top priorities.

While we want you to be as comfortable as possible, we may not be able to make you 100 percent pain free. In fact, attempting to make you pain free by using a lot of pain medicine could have harmful effects on your body.

By working together with your health care team, we will reduce the pain as much as possible. A pain scale is used to help you rate your pain. Using this scale below, you will be asked to set your pain management goal. This goal should be set at the amount of pain you can tolerate without limiting your ability to function and do what you need to do to get better and promote healing. The FACES scale below may help by letting you see a picture that describes how the pain is making you feel. You will be asked to look at the pictures and pick the one that describes your pain best.

Pain is often easier to manage right after it starts. Let us know as soon as your pain starts or returns. Pain medication may be ordered to be given at scheduled intervals or on an as needed basis. Your nurse will work with you to create a pain-management plan.

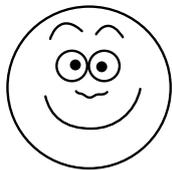
Some patients find pain relief from using non-medical alternatives. For example:

- Heat/cold
- Music
- Meditation
- Deep breathing

You may also discuss other alternatives with your nurse. If you should start to experience pain that is suddenly different from what you have been experiencing (for example, your pain becomes unbearable), call your nurse immediately.

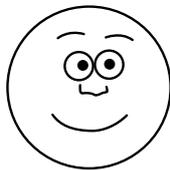
MOST IMPORTANTLY, if you have questions or concerns, do not hesitate to ask your doctor, nurse or another care team member for help at any time.

Wong-Baker FACES® Pain Rating Scale



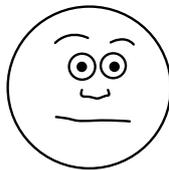
0

**No
Hurt**



2

**Hurts
Little Bit**



4

**Hurts
Little More**



6

**Hurts
Even More**



8

**Hurts
Whole Lot**



10

**Hurts
Worst**

Discharge

PREPARING FOR YOUR DISCHARGE:

As part of your health care team, it is our goal to make your discharge from the hospital as efficient as possible for you and your family.

WHILE YOU ARE IN THE HOSPITAL:

- Ask questions about what you will need to know to take care of yourself, an infant, child or family member at home
- If a family member is going to help you at home, ask that person to come to the hospital so the nurses can show him or her what to do
- Tell your nurse about any special things you might need at home to take care of yourself, infant, child or family members
- Learn about your medications. Understand what your medications are for and any possible side effects. If you have any questions about the medicines ordered for you, ask for the unit pharmacist

The day before you go home:

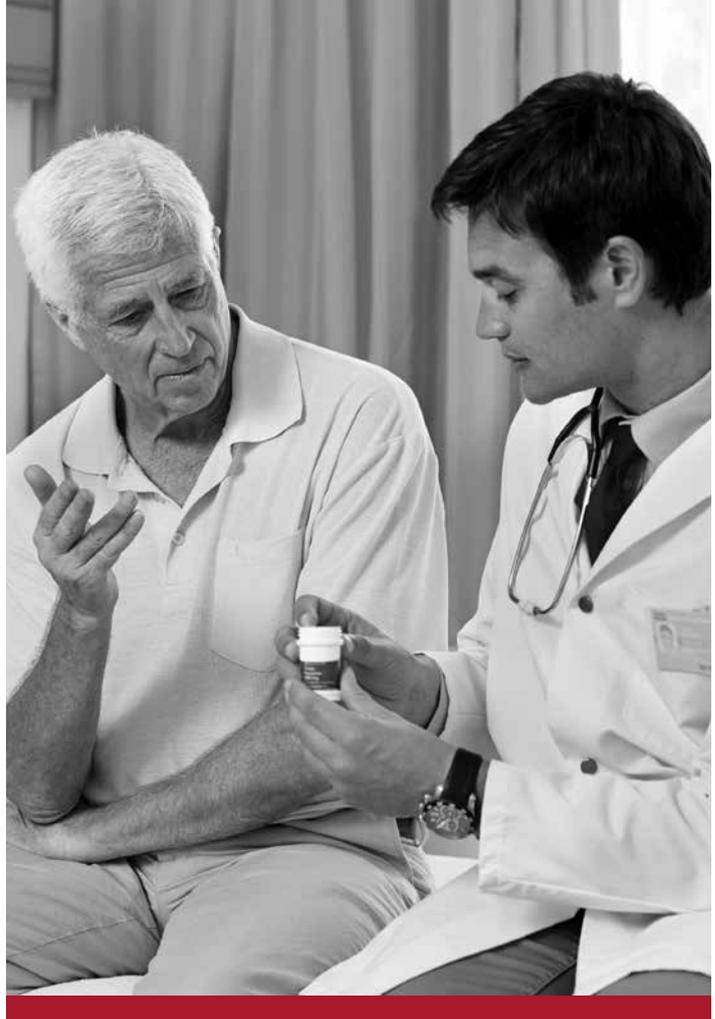
- After discussions with your care team, make transportation arrangements for the day of your discharge. Tell your nurse what arrangements have been made
- Ask questions you or your family might still have about taking care of yourself, an infant, child or family member at home
- Ask your family or a friend to start taking some of your personal items home such as extra clothes, flowers and cards. This will give you less to worry about on the day you go home
- Discuss with the physician or nurse what you will need for home care, such as medications, equipment or supplies so that prescriptions can be written for items you will need at home

Your discharge:

- Your doctor and/or nurse will remind you how to take care of yourself, an infant, child or family member at home
- You will receive an appointment time or will be given information about making an appointment to come back to see your doctor
- Hospital staff will take you to the main entrance when your transportation arrives
- If you are given any prescriptions upon discharge, they can be filled at the pharmacy of your choice

Meds to Beds Prescription Delivery

If you choose to participate in the discharge prescription delivery service, the Outpatient Pharmacy will deliver new prescription medications to your room before you leave the hospital. The Outpatient Pharmacy works with your medical team to ensure all insurance prior authorizations and high-dollar co-pays are addressed before you leave the hospital and will also see if you qualify for other manufacturer assistance programs.



Delivery service is available Monday to Friday from 8 a.m. to 8 p.m.; weekends and holidays from 9 a.m. to 3 p.m. Most major prescription insurance plans are accepted. For your convenience, pharmacy charges will be billed to you after discharge.

After you get home:

- You will be sent home with a discharge instruction sheet (After Visit Summary). Your nurse will go over this with you to make sure you and your family understand what you can and cannot do when you are home.
- You may be sent home with a medication list. This list will include medications you were taking prior to your hospitalization and should continue taking, as well as any new medications that have been prescribed for you. We will send information sheets home with you about any new medications you may be taking (for example, antibiotics, pain medication, etc.).
- If you were given a number to call to make an appointment, call as soon as you can.
- You will also receive a phone call and/or a satisfaction survey after your discharge to provide an opportunity to ask questions or give feedback.
- Allow yourself time to heal and recover. It is normal to experience some discomfort during the healing process. If, however, you should feel pain that is different or becomes more severe as compared to that in the hospital, please call your doctor's office.



YOUR ACCOMMODATIONS

Our private patient rooms offer the same soothing, nature-inspired atmosphere repeated throughout the building. These hotel-like accommodations include fold-down couches, in-room climate control systems, private restrooms, ceiling fans, wireless Internet access, room service-style dining and flat screen, cable televisions.

Food and Nutrition Services

DAILY CAFETERIA HOURS

Monday through Sunday, 6:30 a.m. to 2 p.m.

“AT YOUR REQUEST” ROOM SERVICE DINING

As a patient you may select your meals from our “At Your Request” room service dining menu which is located at your bedside. Menu items are prepared to order and meals are assembled and delivered to your room within 30 minutes. Patients may place their order at any time by pressing the “FOOD” button or dialing 402.552.3663.

If you need assistance, your nurse or a Food and Nutrition Services staff member is available to help order meals. Please note that meal choices may be restricted by dietary guidelines established by your physician.

GUEST DINING

Your guests may dine in the cafeteria located on the garden level or they may also order from the “At Your Request” menu. Guests may pay the ordering attendant for their meals with a Visa, Master Card or Discover credit card.

AT YOUR REQUEST HOURS

Monday through Sunday, 6:30 a.m. to 7 p.m.

VENDING MACHINES

Vending machines are located near the Emergency Department on level one, near the café and ATM on the

Room Service

Press the “FOOD” button or dial
402.552.3663

garden level and near Maternity Services on the level two. Inside the cafe, we also offer a vending machine of fresh food, including sandwiches, salads and yogurt.

Telephone Services

To place a call from inside your room, follow these instructions:

CELL PHONE USE

Cellular phone use is permitted throughout the hospital.

HOSPITAL DEPARTMENT NUMBERS

When you are here, dial the last four digits of the telephone number.

LOCAL CALLS

Dial 9. At the dial tone, dial the local number.

LONG DISTANCE CALLS

Dial 9. At the dial tone, dial the long distance number and an operator will help you.

Note: You are not charged for local phone calls. Collect calls cannot be accepted at the hospital.

For the hearing impaired, a telecommunications device (TTY) for the telephone is available. Please contact your nurse if you need one of these devices.



HOSPITAL RESOURCES

Care Transitions Nurse

Patients who are admitted to the hospital often receive complex and highly technical care. A care transitions nurse screens every patient admitted to assist in coordinating care for patients who will have needs after discharge.

The care transitions nurse will then work collaboratively with physicians and other professionals (Dietary, Occupational Therapy, Physical Therapy, Respiratory Therapy and Social Work) to ensure that any complex needs are addressed and planned for prior to dismissal or transfer to a skilled health care facility. In addition, case managers identify patient educational needs and ensure follow-up appointments are made with the patient's primary physician.

Social Work

Illness can cause major changes in your life and the lives of your family members. Our social workers are trained to help you and your family to adjust to such changes, which may include emotional, physical, social or financial. The social workers also assist in making plans for after your discharge from the hospital, which includes placement to nursing facilities, home health services or meals to be delivered at home.

They can also assist with completing your advance directive. Social work services are available to all patients and families at no charge. If you would like to talk with a social worker, ask your nurse to call 402.763.3321.

Social Work
402.763.3321

Volunteer Services
402.559.4197

Spiritual Care

Through the Spiritual Care Department, staff chaplains and volunteers from a variety of faith traditions are available to offer spiritual and emotional support to patients and families. If you prefer, we will assist you in contacting representatives of your own faith community. Any of the hospital staff can contact us for you. Please feel free to do so at any time. The chapel/mediation room is located on the garden level, near the steps. Ecumenical services are held the second and fourth Mondays of each month, from 10 to 10:15 am.

Diabetes and Nutrition

Nebraska Medicine has certified diabetes educators and registered dietitians who focus on giving patients with dietary and diabetic challenges the tools and education they need to be more healthy. Please ask your nurse or another care team member to arrange a meeting if you are interested in diabetes education or developing a nutrition plan.

Volunteer Services

Nebraska Medicine has a diverse group of individuals who generously share their time and talents with you as hospital volunteers. They can be identified by their dark green jackets or polo shirts and volunteer name tags. For more information about these services, please call Volunteer Services at 402.559.4197, or email volunteering@nebraskamed.com.

FOR YOUR SAFETY AND SECURITY

Personal Belongings

We encourage you to send all non-essential belongings home. You are responsible for these items if they remain in your room. This service is available 24 hours a day, seven days a week. Security can be reached at 402.763.3050. Any outside medical equipment must be approved.

Smoking Policy

The health and welfare of our patients is our primary concern. To ensure a safe and healing environment, Nebraska Medicine is smoke-free and tobacco-free. Smoking, electronic cigarettes and other use of tobacco are not permitted on Nebraska Medicine property. Your doctor can provide information about the use of alternative therapies, medications, nicotine patches and counseling.



Security

402.763.3050

Security Escort

If you would like to be escorted to your car upon discharge, our security officers would be happy to help you. Simply call 402.763.3050 and make your request.

Hand Hygiene

Good hand hygiene is the single most-effective method of preventing the spread of germs. Germs can cause infections. Each patient and visitor plays an important role in preventing the spread of germs. Working together, we can prevent the spread of infection.

You can help prevent the spread of infection by:

- Washing your hands after toileting and when hands are soiled
- Using hand sanitizer or washing hands before eating
- Asking visitors and staff to clean their hands before and after time spent in your room
- Telling visitors not to visit you if they are ill (cold, flu, gastroenteritis, etc.)
- Covering your cough or sneeze with a tissue, then perform hand hygiene
- Bathing or showering daily with chlorohexidine solution while you are in the hospital
- Your nurse can provide information on hand hygiene and chlorhexidine bathing upon request

Isolation or Transmission-based Precautions

Your health care provider may tell you that you need isolation precautions. Isolation precautions are used to decrease the risk of spreading an illness or resistant germs to others. Your health care team may wear gowns, gloves, masks and/or eye protection while caring for you. If isolation precautions are used, you should not leave your hospital room unless there is a medical reason and you have been given instructions. It is important to follow the isolation precautions as explained by your health care provider. Everyone should wash their hands before entering and leaving the room. Information on your specific type of isolation is available upon request.

FOR YOUR FAMILY AND FRIENDS

Visiting Information

Patients have the right, subject to his or her consent, to receive the visitors whom he or she designates, including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), and other family member, or a friend. Patients also have the right to withdraw or deny such consent at any time. Visits from family and friends are important to the health and recovery of our patients. Nebraska Medicine defines the term “family” as anyone who plays a significant role in a patient’s life. We understand this may include someone who is not legally related to the patient. We also consider issues such as adequate rest, privacy, security, infection control and confidentiality important to any hospitalization. Child visitation is welcomed when appropriate. Children must be accompanied by an adult at all times. Our goal is to create a calm, quiet and healing environment.

Patient and Visitor Guidelines

- Be respectful of other patients and visitors
- Keep visits short. Be sensitive to patient discomfort and the need for rest
- Visitors may be asked to leave so that patient care can be provided or to ensure safety
- Persons with infectious illness are asked not to visit. If you are not sure if you have a contagious condition, please speak with the nursing staff. Visitation may be restricted during outbreaks of infectious illness
- Hand hygiene is the single most important measure to prevent the spread of infection. Please wash your hands or use hand sanitizer each time you enter and exit a patient’s room
- Please respect our patients and visitors by refraining from entering restricted or private areas while playing smartphone games



Silent Hospitals Help Healing

VISITING HOURS

General

Visiting hours are unit-specific. Visitors should discuss appropriate visiting hours with the nursing staff. In general, 8:30 a.m. to 8:30 p.m. is a good guideline for appropriate visitation.

Medical/Surgical

Quiet hours are from 2 to 4 p.m.

Surgery

Visits are allowed outside regular visiting hours on the day of surgery. The surgery waiting room is located on level two.

Maternity

The maternity unit prides itself on giving tired new mothers the opportunity to rest. In addition, security is a priority. Visitors must know the mother’s name in order to enter.

Partners, siblings and grandparents are welcome at any time. The hours of 2 to 4 p.m. are “Quiet Time” for new mothers and babies. To protect the newborns on our Maternity Services unit, we ask visitors who have had any of these symptoms in the last 24 hours to wait and visit at a later time:

- Fever
- Respiratory symptoms (cough, cold or sore throat)
- Diarrhea, nausea, vomiting
- Rash

Intensive Care/Special Care Units

Visitors are discouraged during shift change which occurs from 7 to 7:30 a.m. and 7 to 7:30 p.m. each day. Visitors are permitted at all other times.

Handicap Accessibility

Handicapped visitors are provided priority parking and barrier-free access to all areas in the hospital. Restrooms designed to accommodate physically handicapped persons are located at various locations in the hospital.



SPECIAL SERVICES

Outpatient Pharmacy

The on-site pharmacy is located just inside the entrance of the Medical Office Building.

Outpatient Pharmacy Services

- Prescription services
- Expert advice
- Drug information
- Discharge prescriptions and patient education
- Medication profile reviews
- Glucose meter education and monitoring
- Blood pressure monitoring
- Immunization clinic
- Medicare-D assistance
- Flexible spending account and most insurance cards
- Prescription refill automated ordering
- Disease state management partnership with physicians available
- Enrollment aid for patient assistance programs

Outpatient Pharmacy Hours

Monday through Friday, 8 a.m. to 8 p.m.
Saturday, 8 a.m. to 1 p.m.

Gift Shop

The gift shop is located just inside the main entrance of the hospital, in the level one lobby. The gift shop carries a variety of cards, balloons, snacks, personal items, toys and seasonal items.

Checks are not accepted. You can reach the gift shop by calling 402.763.3051.

Outpatient Pharmacy **Gift Shop**
402.595.1156 402.763.3051

Gift Shop Hours

Monday through Friday, 9 a.m. to 5 p.m.
Saturday, 10 a.m. to 1 p.m.
Sunday closed

Flowers and Balloons

Live or dried flowers may not be allowed in some patient care areas of the hospital. The nursing staff and the gift shop staff can help you make appropriate selections. While mylar balloons are acceptable, latex balloons are prohibited because of the potential hazards they pose for our patients, care providers and guests.

Healing Garden

The healing garden provides patients and families a tranquil environment in a beautifully landscaped, peaceful outdoor setting for relaxation, quiet reflection and conversation. You may access the healing garden from the garden level of the hospital.

Interpretive Services/ Hearing Impaired

In compliance with the American with Disabilities Act of 1990, our Interpretive Services program can provide, through various means, qualified language interpreters as well as sign language interpreters 24 hours a day, seven days a week for Limited English Proficient (LEP) or hearing impaired patients and employees of Nebraska Medicine. Nebraska Medicine has instant access to a telephonic medical language line. All interpreters have proven proficiency in their target language as well as medical interpreter training. We have Spanish interpreters available 24 hours a day, seven days a week. If you require a language or sign language interpreter or have other language needs, please have your nurse or hospital staff contact our Interpretive Services Department at 402.559.8697.

For hearing impaired patients, we also have access to Video Remote sign language interpretation as well as other assistive devices such as a TTY phone and Pocketalkers. If you have a need for these devices, have your nurse or hospital staff contact Interpretive Services. Equipment must be returned to Interpretive Services upon discharge by hospital staff. Your television is also equipped with closed captioning.

Mail Delivery

Mail will be delivered Monday through Saturday and should be addressed as follows:

(Patient Name)
Patient Mail
Hospital Room #
2500 Bellevue Medical Center Dr.
Bellevue, NE 68123

Mail received after a patient is discharged will be forwarded to their home unless they notify the hospital of another location to which they wish to have it sent.

Notary Public

Notary public service is available Monday through Friday at no cost to patients and families. Call the access desk at 402.763.3045 for help with this service.

ATM

An ATM is located near the cafeteria on the garden level.

Local Lodging

Candlewood Suites Bellevue

(special rates available)
10902 S. 15th St.
Bellevue, NE 68123
402.932.8144

Marriott Courtyard

(special rates available)
3730 Kaynor Parkway
Bellevue, NE 68123
402.408.5300

Hampton Inn

(special rates available)
3404 Samson Way
Bellevue, NE 68123
402.292.1607

Microtel Inn

3008 Samson Way
Bellevue, NE 68123
402.913.3672

Rodeway Inn

1110 Fort Crook Rd. S.
Bellevue, NE 68005
402.291.0804

Holiday Inn Express

10804 S. 15th St.
Bellevue, NE 68123
402.502.4500

Interpretive Services

402.559.8697

Notary Public

402.763.3045

HOSPITAL BILLS AND INSURANCE

Understanding Your Statement

Nebraska Medicine bills your insurance company(ies) and any responsible third parties before it sends you a bill. The balance due on your statement is your portion and it is your responsibility to pay it. If you are unable to pay the full balance, please contact Customer Service at 402.559.3140 or 888.662.8662. You may also visit Access Services and speak directly with a financial counselor.

Hospital and/or Doctor Bills

Although some or all of your services may have been received at Nebraska Medicine, in some cases, you may receive a bill from a physician you did not visit for services such as radiology image review, pathology specimen analysis, consultations or anesthesia during surgery. In addition, you may receive a bill from Nebraska Medicine even if you did not visit the hospital. In those cases, your physician may have sent a specimen to the hospital lab for analysis.

Payment Options

In an effort to assist our patients and benefit the community, Nebraska Medicine has several financial options available for our patients. Financial assistance and payment programs are available to those who qualify.

Additional questions regarding financial options can be addressed by customer service at 402.559.3140 or 888.662.8662. In addition, Nebraska Medicine offers several payment options for outstanding patient balances to assist you with resolution.

Payments may be made to your account using any of the following methods:

- Check
- MasterCard
- Money order
- Discover
- American Express
- Debit card
- Visa
- Online at NebraskaMed.com
- One Chart | Patient

If you are an employee of Nebraska Medicine, you may make arrangements for payroll deduction by contacting a financial counselor or Patient Financial Services. Please return the bottom portion of your bill with your payment.

Posting of Payments

Payments received will be applied to the oldest date of service unless you specify an account number and the service date payments should be applied. Indicate the account number and date of service you would like the payment to be applied to by writing them on your check or in the "Amount Paid" box on the payment stub.

Paperless Billing

Nebraska Medicine offers paperless billing. Sign up on One Chart | Patient or contact Customer Service at 402.559.3140 or 888.662.8662.

Financial Questions

If you have any questions regarding your bill, need to make payment arrangements or if your balance does not match your records, please call, visit our office or email us at PFSQuestions@NebraskaMed.com.

Financial Counseling

Financial counseling services are provided by a team of professional patient financial counselors, trained in financial counseling for all medical services. The team is responsible for assisting all patients, staff and physicians with needs related to insurance, billing and various programs. Cost estimations for procedures are provided as well as collection of payments as is appropriate.

Unexpected medical expenses can be a financial burden. If you think you may have difficulty paying your bill, we can help. Financial assistance options are available. If you would like information about financial assistance, contact a patient financial counselor at the phone number(s) below or email pasfinancialcounselor@nebraskamed.com.

When calling a financial counselor for assistance, please be prepared to provide the following information:

- Patient name
- Medical record number (if available)
- Insurance information (if available)
- Detailed explanation of patient's need

Patient Financial Counseling

402.559.5037

402.552.3187

800.552.8802

Fax: 402.559.7339

Monday through Friday

6:30 a.m. to 4:30 p.m.

INTERNET, TELEVISION AND RADIO

Internet Access

Nebraska Medicine would like to assist you in keeping your lifestyle as normal as possible during your hospital stay. One of the ways we help achieve that is by providing patients with high-speed Internet access.

Wireless Internet connection is available in several locations on campus, including patient areas. If you have technical questions, please contact the IT Help Desk at 402.559.7700, option 2.

Individuals using the wireless network are subject to having all of their activities monitored and recorded by systems personnel. Nebraska Medicine reserves the right to revoke and deny access, without warning, in the event that abuse of policy is detected.

Internet users have several responsibilities during their time online at Nebraska Medicine – Bellevue, including:

- Responsible use of resources
- Refraining from illegal or unethical Internet use
- Respect of copyright laws by making only authorized copies of copyrighted materials
- Refraining from altering hospital-owned equipment and software
- Accurately represent self by access code, password and/or signature as appropriate
- Acknowledgement that email is not confidential and may be read by others
- Acknowledgement that Internet use is a privilege
- Refraining from use of Peer-to-Peer (P2P) software products, which are restricted by the hospital

In rare situations where problems occur, unlawful activities will be referred to the appropriate legal authorities. The hospital is not responsible for any damages – direct or indirect – or for any liabilities that may arise from a customer's Internet use.

Television and Radio Programming

Patient rooms are equipped with a color television and are able to receive network, cable and educational programming.

For the hearing impaired, a telecommunications (TTY) device is available.



Follow Us

Nebraska Medicine posts regular updates on hospital events, support groups and medical advances online.

Home page – NebraskaMed.com

Facebook – facebook.com/NebraskaMed

Twitter – twitter.com/NebraskaMed

YouTube – youtube.com/user/NebraskaMedCenter

TV CHANNELS

2	EWTN	37	DISCOVERY CHANNEL
3	POP	38	A & E
4	UNIVISION	39	BET
5	KMTV (CBS)	40	ABC FAMILY CHANNEL
6	MY NETWORK TV	41	E! ENTERTAINMENT TELEVISION
7	COZI	42	CNBC
8	WOWT (NBC)	43	WEATHER CHANNEL
9	KETV (ABC)	44	HLN
10	KPTM DT (FOX)	45	AMC
11	KXVO DT (CW)	46	COMEDY CENTRAL
12	NET HD (PBS)	47	FOX SPORTS MIDWEST
13	METV (KETV DT - OMAHA)	48	DISNEY CHANNEL
14	BIG TEN NETWORK BONUS	49	FX NETWORK
15	BIG TEN NETWORK	50	VH1
16	HALLMARK CHANNEL	51	CARTOON NETWORK
17	C-SPAN	52	MTV LIVE
18	HALLMARK MOVIES & MYSTERIES	53	SYFY
19	FOX SPORTS 2	54	FOOD NETWORK
20	INVESTIGATION DISCOVERY (ID)	55	TCM
21	VELOCITY	56	TRAVEL CHANNEL
22	UNIMAS	57	ION
23	GSN	58	FOX NEWS CHANNEL
24	NATIONAL GEOGRAPHIC	59	HGTV
25	TLC	60	HISTORY CHANNEL
26	FOX BUSINESS NETWORK	61	WGN AMERICA
27	TBS	62	BRAVO
28	LIFETIME	63	GOLF CHANNEL
29	SPIKE	64	CMT
30	ESPN2	65	TV LAND
31	ESPN	66	MSNBC
32	USA	67	ANIMAL PLANET
33	CNN	68	NBC SPORTS NETWORK
34	NICKELODEON	69	FOX SPORTS 1
35	MTV	70	TELEMUNDO
36	TNT	73	FXX

