



PATIENT AND FAMILY GUIDE

nch Northwest
Community
Healthcare

Part of  NorthShore

TABLE OF CONTENTS

2	ABOUT NCH	
3	COMMITMENT to CARE	
4-5	PATIENT RIGHTS and RESPONSIBILITIES	
6-7	YOUR CARE TEAM	
8-11	DURING YOUR HOSPITAL STAY	
	Calling for Assistance	
	Mail Service	
	Meal Service	
	Newspapers	
	Personal Amenities	
	Phone Calls	
	Room Cleaning	
	Room Temperature	
	Television	
	Valuables	
	Wireless Internet	
	Interpretation Services	
	Preparing for Discharge	
12-13	YOUR SAFETY	
	Stay Safe	
	Step Up and Speak Up	
	Fire Safety	
	Know Your Medications	
	Photography and Recording	
	Preventing Falls	
	Preventing Infections	
	Tobacco-Free Environment	
14-15	ADVANCE DIRECTIVES and YOUR HEALTHCARE	
16-17	FOR VISITORS	
	Visiting Information	
	ATMs	
	Care Carts	
	Chapel	
	Gift Shop	
	Hand Hygiene	
	Meals and Snacks	
	Parking	
	Valet	
18-19	INSURANCE, MEDICAL RECORDS, CHARGES and PAYMENT	
	Insurance	
	Medical Records	
	Charges	
	Paying Your Bill	
20-21	AFTER DISCHARGE SERVICES	
	Community Services	
	Find a Doctor and Explore Our Services	
	Home Care	
	Immediate Care Centers	
	Outpatient Services	
	Support Groups	
22-23	DIETARY GUIDELINES	
24-25	HOSPITAL MAPS	
	Ground Floor Map of the Hospital	
	Hospital Campus Map	
26	TV CHANNEL GUIDE	
28	NOTES	

ABOUT NORTHWEST COMMUNITY HEALTHCARE (NCH)

In January 2021, Northwest Community Healthcare (NCH) joined NorthShore University HealthSystem. The NCH Arlington Heights campus features a 509-bed hospital with a Level II Trauma Center, Level III Neonatal Intensive Care Unit and dedicated Pediatric Emergency Department. Throughout the northwest suburbs, NCH has 23 doctor's offices; five immediate care centers; seven physical rehabilitation sites; and 13 lab locations. For a comprehensive listing of physicians and programs visit nch.org.

Headquartered in Evanston, NorthShore is a fully-integrated healthcare delivery system that includes six hospitals—Evanston, Glenbrook, Highland Park, Skokie, Swedish and now NCH. Together, the NorthShore system provides clinical excellence and community-focused care across Chicagoland. NorthShore consistently ranks as a Top 15 Major Teaching Hospital in the United States, with an established reputation for exceptional patient care and is a national pioneer in the implementation of advanced health information technology. For more information, please visit NorthShore.org and SwedishCovenant.org.

Some of NCH's prestigious awards include:

- Magnet® designation for nursing excellence awarded consecutively, 2006-2024



Northwest Community Healthcare
800 W. Central Road
Arlington Heights, IL 60005
847-618-1000
nch.org

NCH is an independent, not-for-profit 501(c)(3) healthcare organization.

Our mission

We exist to improve the health of the communities we serve and to meet individuals' healthcare needs.

Our vision

Northwest Community Healthcare will be an integrated system of care that delivers innovative, exceptional and coordinated care while creating value for the communities and populations we serve.

Our cultural values

Compassion - We genuinely care about the well-being of people.

Commitment - We are committed to those we serve and their individual needs are at the center of all decisions.

Excellence - We are committed to exemplary service, clinical practice, quality and safety.

Integrity - We are good stewards in doing the right things in the right ways.

Collaboration - We leverage teamwork and partnerships to deliver optimal outcomes; treating everyone with dignity and respect.

Advancing Knowledge - We are dedicated to professional development and the process of applying and sharing knowledge.

COMMITMENT TO CARE

Your opinion counts

Following your discharge, you may receive a patient experience survey in the mail. We encourage your feedback as an exceptional healthcare experience is our priority. To ensure this, NCH takes part in the Hospital Consumer Assessment of Health Providers and Systems (HCAHPS) survey. The HCAHPS survey measures your experience with the quality of care. It is a standardized tool for measuring and reporting experience across all hospitals in the U.S.

Surveys are sent to a random sample of patients. If you receive a survey, we encourage you to complete it, share any comments you may have and return it to us. Your feedback will help us make improvements as necessary, as well as recognize our employees for outstanding service.

If you observe an employee going above and beyond to help you or another patient, please tell us. Our employees greatly appreciate your opinion, as it is our goal to provide each patient with the very best healthcare experience possible.

Hospital Compare is a government website that allows users to compare the quality of care provided by hospitals. The information provided on this website is based on HCAHPS survey results: [medicare.gov/hospitalcompare](https://www.medicare.gov/hospitalcompare).



Welcome

When illness or injury requires you to be hospitalized, we have just two goals: To speed your recovery by providing the highest-quality medical care possible and to make your stay here as pleasant and comfortable as we can.

Throughout your stay, we aspire to keep you and your family's comfort and well-being at the forefront of everything we do—such as keeping you and your loved ones informed and involved, showing concern for your privacy, and remembering the many other details that are important to you while you are at our hospital.

This patient guide has been created to provide information about the various services you and your family may need during your stay. We are pleased to have this opportunity to care for you. Should you have any questions, feel free to ask any member of our staff. Thank you for choosing Northwest Community Healthcare.

Sincerely,

A handwritten signature in white ink, appearing to read "S. Scogna". The signature is fluid and stylized, with a long horizontal stroke extending to the right.

Stephen O. Scogna
President and Chief Executive Officer
Northwest Community Healthcare

PATIENT RIGHTS AND RESPONSIBILITIES

While you are a patient at Northwest Community Healthcare, we will respect your rights without regard to age, race, ethnicity, national origin, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression, or any other status protected by law. You or your representative may expect from us:

- Considerate and respectful care in a safe and secure setting, free from all forms of abuse, neglect, or harassment.
- Protection of your right to privacy and confidentiality of health, social, personal, and financial information related to your medical care, as outlined in the NCH Notice of Privacy Practices.
- Clear and concise explanations about your condition, proposed treatments and procedures, information about the outcomes of care, including unanticipated outcomes, the benefits or drawbacks of the proposed treatments, expected recuperation and the likelihood of success of treatments or procedures.
- Willingness to let you and your family take the lead in making decisions about your care and treatment.
- Compliance with you or your surrogate's request to refuse treatment or to have medically necessary and appropriate treatment provided.
- Information about pain and pain relief measures, and a commitment toward the prevention and/or control of pain.
- Compliance with your advance directives, including withholding resuscitative services and withdrawing life-sustaining treatment.
- Access to protective services, from counseling to guardianship, to help you reach your maximum level of independence.
- Providers of direct care will identify themselves and their credentials.
- Commitment to meeting the Center for Medicare and Medicaid Services' Conditions of Participation standards regarding patient rights, and notice of non-coverage by Medicare or advanced beneficiary notice notification in the case of select outpatient services.
- Compliance with your right to visitors and to freely communicate with others to the extent that you are able and to designate an advocate of your choosing.
- Timely access to a qualified interpreter at no cost to you.
- Timely access to auxiliary aides and services for the visually and hearing impaired, at no cost to you.
- Spiritual Care Services available by the hospital chaplains.
- Assistance in obtaining financial aid or counseling.
- Attentive, courteous responses to any concerns or complaints you and your family may have.
- Prompt notification of your hospital admission to a family member or designated representative and your physician.
- Freedom from seclusion or restraints of any kind that is not medically necessary.
- Access to the information contained in your medical record within a reasonable timeframe.
- Treatment consistent with your gender identity, including access to facilities such as bathrooms and patient rooms.

We kindly ask that you:

- Treat all hospital staff, other patients and visitors with courtesy and respect and to abide by all hospital rules and safety regulations.
- Provide accurate and complete information about any past illnesses, previous hospitalizations, medications and other facts that may affect your healthcare.
- Request pain relief when any pain first begins, and work with your doctor or nurse to develop a pain management plan.
- Advise us if you don't understand any instructions we give you.
- Provide complete and accurate information about your health insurance coverage.
- Pay your bills in a timely manner. If you have questions or concerns about paying your hospital bill, call a financial counselor at **847-618-4542**. If you are calling from a hospital telephone, dial **extension 4542**.
- Review the privacy notice given to you during registration and understand that we will use your name, location in the facility, general condition and religious affiliation unless you object.

Patient relations

If at any time you have questions or concerns about the quality of care that you or a family member receives at our hospital, do not hesitate to speak with your nurse or the nursing supervisor. If you feel that your issue wasn't resolved, a team member from Patient Relations can help you with any problems or concerns you might encounter during your time at the hospital. To reach Patient Relations, call **847-618-4390**. You may call at any time during or after your stay. The Patient Relations team is available Monday through Friday, 8:30 a.m. to 5 p.m.

If you are unable to resolve your complaint, you may contact:

The Illinois Department of Public Health
Division of Healthcare Facilities and Programs
525 W. Jefferson St., Springfield, IL 62761
800-252-4343 Fax: 217-524-8885
Monday - Friday, 8:30 a.m. to 4:30 p.m.
TTY: 800-547-0466

Office of Quality and Patient Safety
The Joint Commission
One Renaissance Blvd., Oakbrook Terrace, IL 60181
630-792-5800, TTY and Voice Users call Illinois Relay
by dialing 711
Fax: **630-792-5636**
email to: patientsafetyreport@jointcommission.org

YOUR CARE TEAM

Meet your care team

Providing excellent care is a team effort of many individuals from different disciplines working together to create an environment for optimal healing. Any NCH team member who enters your room should be properly identified with a name tag.

Animal-Assisted Therapy

NCH's Animal-Assisted Therapy is designed to help patients achieve physical and emotional comfort through visits by friendly canines and their handlers. A visit with a lovable pet can raise a patient's spirits, increase social interaction, reduce stress and anxiety, and lower blood pressure. Dog and handler teams undergo temperament, obedience and veterinary screenings prior to joining the NCH Team. If you're interested in having a friendly companion visit you or your loved one, ask your care team.

Care coordination

Case managers will review your medical record and discuss your discharge planning. They can also assist you with arranging for home care, admission to a long-term care facility or rehabilitation care. Social workers offer emotional support, counseling and guidance to help patients and their families deal with financial, social and emotional problems related to illness or hospitalization.

Dietitians

A registered dietitian will review your medical record and work with your healthcare team to develop a nutrition care plan for you. Registered dietitians are also available to educate you about any diets you may need to follow after you are discharged.

Environmental Services Aids

Our Environmental Services Aids keep your room and bathroom clean and sanitized.

Nurses

Nursing staff is available around the clock. In each nursing unit, a registered nurse is responsible for directing the nursing and support staff.

Patient Care Technicians (PCTs)

These care technicians support the nurse in taking care of you.

Pharmacists

All of your medications are dispensed by our hospital pharmacists. They can answer any questions you have regarding your medications.

Physician / Hospitalist / Advanced Practice Nurse (APN) and Physician Assistant (PA)

Your primary care doctor, a consulting doctor on duty, a hospitalist, an APN or a PA will supervise your care while you are in the hospital.

A hospitalist is a physician who takes care of patients when they are in the hospital. Hospitalists work closely with the patients' primary care doctors and specialists. They manage patients' entire hospital experience, from admission through discharge.

APNs or PAs work in conjunction with your primary care physician or hospitalist.

Rehabilitation therapists

Physical therapists, occupational therapists and speech pathologists will work with you, your family and your medical team to help meet goals of recovery. Therapy may be brief or long term, based on the extent of your injuries or illness.

Spiritual Care Services

Hospital chaplains are available to all patients and their families. A prayer ministry is available for the sharing of prayer with team members. Contact your care team to request these services or contact a chaplain directly at extension 2010. A chapel is located on the third floor, accessible via the Central Elevators near the Main Entrance.

Technologists

Skilled health professionals perform and assist with laboratory and other procedures, including X-rays, ultrasounds, CT scans, MRIs, cardiac catheterization, radiation therapy, respiratory therapy and other procedures that help to diagnose and treat your illness or injury.

Transporters

Transport associates will safely take you to other areas of the hospital for procedures or tests.

Volunteers

Volunteers provide support throughout the hospital, including staffing the information desks, delivering mail and flowers, operating the gift shop and escorting patients by foot and wheelchair.

CARE TEAM SCRUB COLORS



Registered Nurse
ROYAL BLUE



Patient Care Technician
TEAL



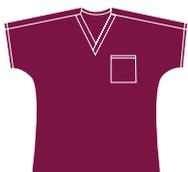
Environmental Services
BROWN



Clinical Care Giver
GREEN



Radiology
PEWTER



Pharmacy
BURGUNDY



Transporters
GRAY

RECOGNIZE AN NCH EMPLOYEE

Did you have a great Patient Experience? Recognize an NCH employee, volunteer, or care provider by nominating them for a DAISY or GEM Award! Excellent care delivery involves coordination of a variety of skilled individuals of various specialties. Teamwork is core to our NCH mission: "We exist to improve the health of the communities we serve and to meet individuals' healthcare needs."

Patients, families and/or visitors to any of our locations (including our hospital, ambulatory services, immediate care centers or medical group offices) may recognize a deserving individual. Complete a DAISY or GEM Award nomination form and note employee's first and last name, unit/department, and share details of how they made a difference in your experience at NCH.



The DAISY Award for Nurses

The DAISY Award is an international program which rewards and celebrates the extraordinary clinical skill and compassionate care provided by nurses. All DAISY Award nominees receive a copy of the nomination form you submit along with a nomination certificate and pin, which recognizes their commitment to our patients and their families. DAISY Award honoree receives a DAISY Award certificate, pin, tote and a "Healer's Touch" sculpture. What a wonderful way to recognize the impact nurses have in the lives of our patients and families.



The GEM Award

The GEM Award recognizes the contributions and compassionate care provided by staff (other than nurses) that "Go the Extra Mile." Every nominee and his or her manager receive a copy of the nomination form you submit. Each nominee is recognized within his or her individual department and is eligible to be selected for a quarterly GEM Award. Honorees are celebrated as exemplary role models. They receive a GEM Award certificate, pin and gift card.

To nominate an NCH employee, volunteer, or care provider for a DAISY or GEM Award visit nch.org/daisyaward



DURING YOUR HOSPITAL STAY

Calling for assistance

To speak with your care team, press the call button on the siderail of your bed or on the handheld control. Your care team will either come to your room or contact you through the intercom system. To call for assistance, dial the phone extension that was provided to you by a member of your patient care team.

Mail service

Patient mail and flowers are delivered to your room by hospital volunteers as promptly as possible, seven days a week. Mail that arrives at the hospital after you are discharged will be forwarded to your home address. Flowers that arrive at the hospital after you are discharged will be sent back to the florist.

Meal service

NCH is pleased to offer At Your Request room service dining for our inpatients. You choose when and what you would like to eat (based on your doctor's recommendations). Refer to the Dietary Guidelines on page 22. Room service is available seven days a week between 6:30 a.m. and 6:30 p.m.

To order, dial extension **3663 (FOOD)** from your bedside phone. Our team will take your order and prepare it to your specifications. Your meal will be delivered to your bedside within 45 minutes.

Visitors of patients are welcome to order a meal from the menu for a nominal charge. Order by calling extension **3663 (FOOD)** from any room.

Newspapers

Daily newspapers are for sale in the 800 Gift Shop, located in the Main Entrance lobby. A small selection of newspapers is also available for sale at the Information Desks in the Busse and North Entrance lobbies. Choose from the *Daily Herald*, *Chicago Tribune* or the *Chicago Sun-Times*.

Personal amenities

NCH offers personal amenities for you upon request. We offer our patients a toothbrush, toothpaste, comb, shaving cream, razor, lotion, towel and/or washcloth. If you need any of these items, please let your care team know.

Additionally, we want to make your stay more comfortable by offering the following complimentary items to our patients: Reading glasses, hearing aid batteries, hand mirrors, emery boards, playing cards, Sudoku/crossword/word search books, coloring pages with crayons and/or stuffed animals. Please let your care team know if you would like any of these items or call Guest Services at **extension 4447**.

Phone calls

Incoming

Your friends and loved ones may call you directly in your room any time from 7 a.m. until 10 p.m. During all other times, calls will be directed to the nurses' station. On a touch-tone phone, callers should use the number 1, followed by your room number. For example, the telephone number for a patient in room 343 is 847-618-1343. Please confirm this with your care team as some numbers may vary.

Outgoing

Telephones are provided in all patient rooms. You can make free local calls to any Chicago-area phone number with area codes 847, 224, 312, 708, 630, 815 or 773. To make a call, press 9, then 1, then the area code and phone number. For example: 9 + 1 + 847-555-1234.

To charge a long-distance call to your home phone, press 0 for the hospital operator and ask to be connected to an outside operator. When using calling cards or outside operator assistance for long-distance calls, these calls will cost more than similar calls made from your home.

Room cleaning

Daily housekeeping service is provided 7 a.m. to 3 p.m. Housekeeping upon request is offered 24 hours a day. Please call **extension 2301** for assistance.

Room temperature

Each room has a thermostat that controls the temperature. It is normally set to 72 degrees but can be adjusted for your comfort. Note: Only adjust the thermostat a few degrees up or down, then wait about 15 minutes for the temperature to change. If the change is insufficient, adjust the thermostat again by a few more degrees.

Television

Televisions are provided in each patient room. To turn your TV on and off, press the "TV" button on the handheld control; use the "Channel" and "Volume" buttons to adjust your TV as needed. If you would like to use the closed-captioning feature on your television, contact your care team.

See the TV channel guide on page 26.

MOVING TOWARD RECOVERY

Your care team is here to help you recover which includes helping you stay active. Moving helps maintain muscle health, prevent blood clots, increase lung function and relieve stress. Together with your nurse, you will set a mobility goal each day to reach your highest level of function while hospitalized. To create this goal, your nurse will utilize the Johns Hopkins Mobility Scale.

Johns Hopkins
Highest Level of
Mobility Scale (JH-HLM)

MOBILITY LEVEL	WALK	250+ FEET	8	
		25+ FEET	7	
		10+ STEPS	6	
	STAND	1 MINUTE	5	
	CHAIR	TRANSFER	4	
	BED	SIT AT EDGE	3	
		TURN SELF/ ACTIVITY	2	
		LYING	1	



This document, created by Johns Hopkins Activity and Mobility Promotion, is licensed under a Creative Commons Attribution-NonCommercial-NoDerivs 4.0 International License. To view a summary of license, please access <https://creativecommons.org/licenses/by-nc-nd/4.0/>

WE CARE ABOUT YOUR COMFORT.

Please let your care team know if you're in pain.

NO PAIN	MILD PAIN	MODERATE PAIN	SEVERE PAIN	VERY SEVERE	WORST PAIN				
1	2	3	4	5	6	7	8	9	10

Valuables

Due to limited storage space and for security reasons, send valuable items, such as jewelry and cash, home with your family or friends. Contact lenses, eyeglasses, hearing aids and dentures should be stored safely in your room. Do not put them on your bed or food tray or they may be damaged or lost.

Rooms located in the South Pavilion are equipped with in-room safes where you can store your items. It is important to remember the security code that you enter. Instructions for use are located on the safe.

NCH is not responsible for replacing personal belongings.

Should you lose or misplace a personal item during your hospital stay, contact your care team for assistance in locating your item.

When you return home after discharge, you may contact NCH Lost and Found if your item was not recovered during your stay.

847-618-4453

Email: lostandfound@nch.org
nch.org/lostandfound

Wireless internet

NCH offers free wireless internet access for patients and visitors. Available in most areas throughout the hospital, the wireless network allows guests to use their own wireless devices. The network is not a secure environment—we strongly encourage your laptop be equipped with virus protection software and/or firewall protection.

Wi-Fi access: NCHGuest

Interpretation Services

Spanish ¿Habla español? Le proporcionaremos un intérprete sin costo alguno para usted.
Español

Polish Czy mówisz po polsku? Zapewnimy bezpłatną pomoc tłumacza.
Polski

Russian Вы говорите по-русски? Мы абсолютно бесплатно предоставим вам переводчика.
Русский

Korean 한국어를 사용하십니까?
한국어 무료로 통역 서비스를 제공해 드리겠습니다.

Hindi क्या आप हिंदी बोलते हैं? हम आपके लिए बिना किसी लागत के एक दुभाशिया उपलब्ध कराएंगे।
हिन्दी

Gujarati શું તમે ગુજરાતી બોલો છો? અમે કોઈપણ વ્યક્તિગત ખર્ચ વિના તમને અનુવાદક પ્રદાન કરીશું.
ગુજરાતી

Urdu کیا آپ اردو بولتے ہیں؟ ہم آپ کو ذاتی لاگت کے بنا ترجمان فراہم کریں گے۔
اردو

Arabic هل تتحدث اللغة العربية؟ سوف نوفر لك مترجمًا فوريًا من دون أي تكلفة عليك.
اللغة العربية

Greek Μιλάτε ελληνικά; Θα σας παρέχουμε ένα διερμηνέα χωρίς καμία οικονομική επιβάρυνση για εσάς.
Ελληνικά

Mandarin 您讲普通话吗? 我们将免费为您提供翻译。
中文

American Sign Language (ASL)



Preparing for discharge

Throughout your stay at NCH, your doctor and members of our care team will work with you and your family to anticipate and prepare for your needs after you leave the hospital. Your doctor determines when you are ready to be discharged. Your care team will give you discharge instructions and answer any questions you have about managing your treatment and medications once you are home. When you're ready and able, we will assist you in setting up necessary services for your safe transition from the hospital. **Our goal is to have an 11 a.m. discharge.**

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.

Here are a few tips for a smoother discharge process:

- Be sure you and/or your caregiver have spoken with a discharge planner and that you understand what services and/or equipment you may need after leaving the hospital.
- Verify your discharge date and time with your nurse or doctor. The time of day you are discharged may vary depending on when your doctors issue the discharge order. If approved by your doctors, you will be discharged as early in the day as possible.
- Have someone available to pick you up. The person taking you home may pick you up at the Main Entrance #4 or North Entrance #2, whichever is closer to your room.
- Check your room, room safe, bathroom and bedside table carefully for any personal items.
- Before you leave, a care team member will review the doctor's instructions with you and your family and answer any questions you may have.

Please take this guide with you as you continue to your next level of care. It will help provide a smooth transition and coordination of your health care after your discharge.



NCH Retail Pharmacy

The NCH Pharmacy is a full-service retail pharmacy that is open to the community.

- Complimentary bedside delivery for your discharge prescription medications.
- Experienced, on-staff pharmacists can speak with you about your discharge medications and any drug interactions.
- Competitive pricing on prescriptions, over-the-counter medications, and basic walking devices.
- In network for all major Medicare Part D and commercial insurance plans.

The pharmacy is located in the Busse Center lobby on the first floor.

Hours

Monday - Friday, 8 a.m. to 6 p.m.

Saturday, 10 a.m. to 3 p.m.

For more information visit

NCH.ORG/PHARMACY

Or call

847-618-7427

YOUR SAFETY

Stay safe

At NCH, your safety is important to us. We continually strive to make healthcare as safe as possible.

Step up and speak up

Speak up: Ask questions and voice concerns. It's your body, and you have a right to know.

Pay attention: Make sure you're getting the right treatments and medicines.

Educate yourself: Learn about the medical tests you need and your treatment plan.

Choose an advocate: Pick a trusted family member or friend to be your advocate or support person.

What medications and why: Know what medicines you take and why you take them.

Participate in your care: You are the center of the healthcare team.

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 and assist you.

Know your medications

NCH promotes the use of hospital-dispensed medications for all patients. The use of hospital-dispensed medications most likely does not impact a patient's out-of-pocket expenses, regardless of admission status.

If you have brought medications from home with you, we ask that you send these medications home with a family member or send them to the pharmacy during your stay. We will be discussing all medications prescribed for you, including how you take these and potential side effects that could occur.

Photography and recording

NCH values privacy and confidentiality. To protect your privacy and the privacy of others, visitors and patients are not allowed to take photographs or electronic recordings of other patients, visitors, staff members, or physicians without that individual's consent.

Preventing falls

Falls are taken very seriously to ensure the safety of all our patients. The care team will assess the patient's fall risk during and throughout the hospital stay. There are bed exit and chair alarms that may be used if needed.

Patients have a high risk for falls if they:

- Have a history of falls.
- Feel weak or have an injury.
- Are taking medications that may cause dizziness such as pain medications, sedatives and/or heart medications.
- Have equipment, IV lines and cords around their bed or chair.
- Frequently need to use the bathroom, from urgency or incontinence issues.
- Use a cane or walker.
- Have a vision or hearing impairment.

Help us keep you safe and prevent falls. Keep the call light near you and always use it to call for assistance.



Call for assistance if:

- You want to get up or walk to the bathroom.
- Your visitors are going to be leaving your room for an extended period of time.
- You notice a fall risk in the room.
- The side rails are down on the bed or the bed is not at its lowest position.

Preventing infections

For your protection and for the safety of all patients and visitors, NCH employees continuously take precautions to prevent the spread of infections.

The best way to prevent infections is to perform hand hygiene. Health care providers will wash or sanitize their hands before and after seeing a patient. Additionally, make sure your family and visitors wash or sanitize their hands before and after visiting you. Do not hesitate to remind your care team members to clean their hands.

While in the hospital, you may have a condition that requires isolation. A sign will be posted outside your room and team members and visitors will be required to wear a protective gown and gloves, and in some cases, a mask. Ask your care team if you are unclear about any of these precautions and why they are being taken.

Tobacco-free environment

NCH is a 100 percent smoke-free environment. Smoking is not permitted in any buildings, parking garages, surrounding hospital grounds or vehicles on NCH property. Thank you for helping NCH to provide a healthy and healing environment for our patients, visitors, employees, doctors and volunteers.

For help quitting tobacco call **847-618-7992** or visit nch.org/quitsmoking.

Depression and anxiety

There is often a link between how someone is feeling physically and his or her emotional well-being. It isn't unusual to experience depression or anxiety after a physical illness, major surgery or traumatic situation. It also isn't unusual for someone dealing with anxiety or depression to develop other physical symptoms.

We're here to help

Once the cause of your physical symptoms has been determined, your physician may recommend you see a psychiatrist, psychologist or a counselor for additional support. NCH offers a FREE and confidential behavioral health assessment and specialized services.

For more information call 24/7

847-HEALING

Or visit

NCH.ORG/BEHAVIORALHEALTH

ADVANCE DIRECTIVES AND YOUR HEALTHCARE

What are advance directives?

You have the right to make decisions about the health care you get now and in the future. An advance directive is a written statement you prepare that states how you want medical decisions made in the future should you not be able to make them yourself.

The Patient Self-Determination Act assures that adults have the right to make decisions regarding their medical treatment and assign a person (referred to as 'agent' on the form) who will make decisions for them if they are unable to do so. This includes the right for you or your agent to accept or refuse medical and surgical, life-sustaining and death-delaying treatments, even if refusal could hasten death. This right is protected under Illinois state law. Any Advance Directive should be signed and witnessed. You should keep the original and assure that a copy is in your medical record and with any family or friends who should have this information, in case of emergency. Each of these documents may be revoked at your request or at the request of your assigned agent. There are three types of Advance Directives in Illinois:

1. Healthcare Power of Attorney

A healthcare power of attorney (POA) allows you to name your POA or agent who can make decisions for you at times when you are unable to do so for yourself. It also allows you to provide information about your wishes regarding life-sustaining and death-delaying treatments to your agent. (A healthcare POA is not and should not be mistaken for a financial power of attorney.)

2. Living Will

A Living Will indicates specific treatments you prefer not to have at the end of your life. A Living Will applies only if, according to a doctor, you lack the ability to make your own decisions; you have an incurable, irreversible condition and/or an illness judged to be terminal; and a doctor has determined that your death is imminent.

3. Illinois Uniform Practitioner Orders for Life-Sustaining Treatment (POLST)

The POLST form allows patients to indicate whether they accept or refuse CPR. This is a medical order that you select and indicate whether you want to be fully resuscitated or be a "Do Not Resuscitate" and seek only treatment to provide comfort, not life saving measures. You should complete this form after you have had a thorough discussion with your physician, family and POA.

This form is NOT intended to replace a healthcare POA form, but to be used *in addition* to the POA form for appropriate patients. A POLST discussion and use of the POLST form would be appropriate for:

- Persons of any age for whom death within the next year would not be unexpected due to advanced life-limiting illness.
- Patients with advanced illness or frailty .

At NCH, we comply with applicable laws and promote a patient's active participation in making decisions about his or her treatment. NCH encourages the use of Advance Directives. We will honor the treatment preferences expressed by patients, their agent (POA) or their surrogate, provided that those preferences are in accordance with reasonable medical standards.

At the time of admission, you will be asked if you have an Advance Directive. If you do, it is important that we obtain a copy so we can place it in your medical record. If you do not have an Advance Directive and would like more information or assistance in completing one, ask a member of our staff to page the hospital chaplain. In the absence of an Advance Directive which designates an agent/decision-maker, when a patient becomes unable to make his or her own decisions, a doctor will designate a surrogate decision-maker in accordance with the Illinois Healthcare Surrogate Act.

NCH advocates the use of Advance Directives, but will not discriminate in the provision of care based on the existence or absence of an Advance Directive.

At NCH your Advance Directives are retained in your hospital electronic medical record. Be sure to bring the most recent documents to the hospital so that your most current wishes and information are on file.

For more information about Advance Directives or to obtain forms, ask a member of our staff to page the hospital chaplain.



FOR VISITORS

Due to COVID-19 restrictions, some services and accommodations may be unavailable or have limited availability at this time. Thank you for your understanding.

Visiting information

When can loved ones visit?

Although recommended visiting hours for most units are 10 a.m. to 9 p.m., we understand that for our patients, family members are not just “visitors.” That’s why we welcome family to visit at any time. Our care team will partner with the patient and family regarding needs and wishes. Critical Care, Women’s Center and Behavioral Health Unit visiting policies may vary.

Guests visiting an inpatient or emergency patient should stop at the information desk to obtain a visitor badge. Badges must be worn during the entire visit and returned at the end of the visit. Visitors who are in the hospital after visiting hours will be asked to return to the appropriate nurses station or the Security Station located near the Emergency Department entrance to obtain a visitor badge (see campus map on page 25).

Thank you for your cooperation in protecting our patients and providing a safe and secure environment for all. If you have special needs regarding visiting hours, speak with a care team member. Because we care about the comfort of all patients, we respectfully request that all visitors be sensitive to the needs of other patients and families by speaking softly, showing consideration to all, respecting the individuals around them and monitoring the behavior of their children.

Can children visit?

Unless flu restrictions are in effect, children under 12 are welcome to visit as long as they are free from symptoms such as cough, diarrhea, fever and runny nose. Children must be accompanied by an adult who is not the patient. We ask that children visit only during recommended visiting hours.

Can a family member stay overnight?

Accommodations at the hospital vary from unit to unit and from day to day. Please notify us of your wish to stay overnight so that we can partner with you as much as possible to accommodate your wishes.

We do strongly ask that only one healthy adult family member plan to stay overnight. Family who spend the evening at NCH must be appropriately clothed and wear shoes at all times. We trust that loved ones will support the needs and care of the patient, as well as be respectful of the comfort and privacy of other patients on the unit.

If your loved one (the patient) requires isolation procedures, please consult with a care team member on ways that an overnight stay may still be possible for family members.

ATMs

ATMs are located on the first floor near the Oasis Cafeteria and in the Busse Center.

Care Carts

To assist you or your loved ones in reaching your destination within the hospital, free transportation is provided by our Care Cart between Entrances 1, 2, 3 and 4 and all points in between, including Cancer Services on the lower level. Stop at one of the Information Desks located at these entrances to request your free transport.

Care carts are available

7 a.m. to 9 p.m., Monday through Friday
8 a.m. to 9 p.m., Saturday and Sunday

Chapel

NCH's Chapel is open 24 hours a day and available to anyone who seeks a quiet place for prayer, reflection or meditation. The Chapel is located near the Main Entrance on the third floor, accessible via the Central Elevators. All are welcome. Hospital chaplains are available to all patients and their families. They can be reached at extension 2010.

Gift Shop

The 800 Gift Shop is located on the first floor near the Main Entrance. The Gift Shop offers flowers, candy, cards, magazines and other gift items. Purchases cannot be charged to the patient's room. Cash and major credit cards are accepted.

Hours

9 a.m. to 7 p.m., Monday through Friday
11 a.m. to 4 p.m., Saturday and Sunday
Closed holidays

Phone Orders

Call us at **847-618-5080** to place an order over the phone. View some of our most popular items at nch.org/giftshop.

Hand hygiene

The most important thing you can do to prevent the spread of infection is to maintain good hand hygiene.

Please wash your hands often, especially when entering and leaving your loved one's room. Handwashing sinks are in all patient rooms and hand gel dispensers are located throughout the unit.

Meals and snacks

Jazzman's Café and Bakery

Located on the first floor of the North Entrance, Jazzman's Café and Bakery serves breakfast and lunch in a relaxing, comfortable environment. Jazz up your day and visit the café.

7 a.m. to 3 p.m., Monday through Friday
Closed holidays

Oasis Cafeteria

Located on the first floor in the hospital, the Oasis offers a variety of menu items, including fresh entrées and snacks, grill food, sandwiches, pizza and a salad bar. The Oasis is open seven days a week.

6:30 a.m. to 6:30 p.m., Weekdays
7 a.m. to 6:30 p.m., Weekends and holidays

Vending

Vending machines offering beverages, fresh salads, sandwiches and snacks are located in the Oasis Cafeteria. They are available 24 hours a day, seven days a week.

Parking

Please refer to the campus map on page 25 to familiarize yourself with the parking garages and lots closest to your destination.

Valet

Whether you're here as a patient or visitor, we invite you to take advantage of our complimentary valet parking services:

North Entrance #2

6 a.m. to 5 p.m., Weekdays, closed weekends

Main Entrance #4

8 a.m. to 6 p.m., Weekdays, closed weekends

Emergency Entrance

10 a.m. to 10 p.m., Daily

INSURANCE, MEDICAL RECORDS, CHARGES AND PAYMENT

Insurance

Explanation of Benefits (EOB)

When your insurance carrier processes your bill, you should receive an Explanation of Benefits (EOB) reflecting the amount paid by your insurance carrier and any remaining balance that is your responsibility (such as co-payments or deductibles). You will receive a statement for any balance that remains after the insurance payment is made.

Medicare and Medicaid coverage

NCH works to obtain reimbursement for the care that Medicare and Medicaid patients receive. Once payment is made on your claim by Medicare or Medicaid, you will receive a statement that reflects the payment. If, in addition to Medicare, you have supplemental insurance, NCH will bill that carrier and wait an additional 60 days for payment. Notify us in advance if you have supplemental insurance.

Other insurance coverage

In order for NCH to bill your insurance carrier, we ask that you provide insurance information at the time of service. During your stay in the hospital, you may be visited by a financial counselor for additional insurance information.

Please provide your current insurance card at the time of registration. If your card is not available, send a copy of your card (front and back) to:

Northwest Community Healthcare
Patient Financial Services
800 W. Central Road
Arlington Heights, IL 60005
Fax: **847-618-4799**

Work-related injuries

If you experience a work-related injury, it is important that you notify us at the time of service. We will call your employer to verify workers' compensation. After speaking with your employer, NCH will bill them for the services you received.

Medical records

If you need to pick up an X-ray or copies of your medical records, NCH can help. Located on the first floor near the North Entrance, the Medical Records office offers a faster, easier way to access the services you need. Specific fees may apply based on your request. It is not necessary to make an appointment to pick up record copies. For security and privacy, you will be required to show your ID. Hours are Monday through Friday, 8 a.m. to 6 p.m. Call **847-618-4950**.

Hospital charges

Hospital bills contain two types of charges: A hospital charge is the total amount for a test, procedure, or visit before any discounts, taking into consideration the cost of performing that service. Costs may include, but are not limited to: labor, supplies, equipment and use of facility. Charges are based on what type of care was provided and are divided for billing purposes: hospital/facility charges and professional charges.

Hospital/facility charges

Facility fees are charges for hospital stays, some clinic visits, and services from hospital outpatient departments such as X-rays, lab tests and therapies. Clinics located miles away from our main hospital campus may still be considered part of the hospital.

Professional charges

Your NCH Medical Group physician's bill covers the professional fees for services performed by NCH physicians or other healthcare providers. This will include charges for care you received directly from the physician, as well as any interpretation of your medical and diagnostic tests.

Fees for doctors' services, including those provided by your primary care doctor, consulting doctors, surgeons, radiologists and anesthesiologists are not included in your hospital bill.

These doctors and the Emergency Department doctors are not within NCH Medical Group and will send you separate bills.

Estimated charges are based on anticipated routine care and recovery. An estimate takes into consideration insurance coverage, copayments, deductibles, coinsurance and other information that may affect out-of-pocket costs.

Actual charges on the final bill may vary from the estimate based on the patient's medical condition, unknown circumstances or complications, final diagnosis and additional recommended treatment ordered by the physician(s). As a result, the final bill may be greater or less than the estimate provided.

Please note that Medicare and other insurance plans cover Outpatient Observation services differently than an inpatient hospital stay. You may be responsible for charges not covered.

Paying your bill

For your convenience, NCH offers an online bill payment option. Visit nch.org/paybill to view your bills online, change your address, update your insurance information and find a tool to help you understand your statement.

NCH also accepts personal checks and Visa, Discover or MasterCard payments. Payments can be made in person at the Cashier's Office at Financial Counseling located on the first floor near the North Entrance.

Credit card payment may also be made over the phone by calling **847-618-4780**.

To make a payment by mail, include your patient account number on the front of the check and send the payment to:

Northwest Community Healthcare
P.O. Box 28079 Network Place
Chicago, IL 60673-1280

Questions? Call Patient Financial Services at **847-618-4747**, Monday through Friday, 8:30 a.m. to 4 p.m.

Scan this code
with a smartphone
camera to access
MyChart.



MyChart

MyChart is a convenient tool that gives you direct, secure access to your health information. With the MyChart patient portal, you can view and print your health information, see your test results, review and pay your bill and much more.

To sign up for MyChart, ask your NCH provider for an activation code or use the code listed on your Discharge or After Visit Summary. You can also request an activation code via email when you visit nch.org/mychart.

Call for questions about MyChart

847-618-2000

Or visit

NCH.ORG/MYCHART

Payment Plans and Financial Assistance

If you are not insured, you will receive a bill for services rendered. Payment is expected within 30 days from the billing date.

If you are unable to pay your bill within 30 days, contact us at **847-618-4747** to set up a payment plan or discuss other arrangements.

NCH is a charitable organization, and along with the Day Surgery Center, provides financial assistance to people who are eligible. If you are in need of financial assistance or have questions about your bill, contact one of our financial counselors at **847-618-4542**, or visit the Financial Counseling Service Center located on the first floor near the North Entrance to discuss available options. You may visit Financial Counseling during or following your stay.

AFTER DISCHARGE SERVICES

Community nursing

NCH provides free community nursing services, regardless of income, insurance or residency. Our community nurses can help you understand your hospital discharge instructions and provide referrals to NCH physicians. They can also help you manage your medications and chronic diseases, like diabetes, provide free blood pressure screenings and more.

Arlington Heights Senior Center
1801 W. Central Rd.
Arlington Heights, IL 60005
847-253-5532 ext. 360
Tuesdays
10 a.m. to 1 p.m.

Community Resource Center
(Bilingual/Spanish)
1585 N. Rand Rd.
Palatine, IL 60074
847-776-9570
Monday, Wednesday and Thursday
9:30 a.m. to 3:30 p.m.
Appointments recommended.

Community Resource Guide

The Community Resource Guide is a 50+ page reference book containing helpful information about local resources. Ask the NCH social worker for a copy or go online and download it at nch.org/communityresourceguide.

Courtesy Van

Available five days a week, NCH provides patients who live in the surrounding communities with a low-cost, safe and reliable means of transportation to and from the hospital and other NCH locations.

The Courtesy Van is not intended for travel to doctor appointments. Call **847-618-6480** to learn about the NCH Courtesy Van service area, rates/fees and patient eligibility. A 24-hour advanced notice is required.

Find a Doctor and Explore Our Services

Whether you're seeking routine medical care or something more specialized, the NCH Medical Staff consists of more than 1,200 physicians and many services to keep you and your family well. To learn more about the NCH Medical Staff or to find a doctor based on your insurance needs and personal preferences, please visit nch.org/doctor or call **847-618-4968**.

There are a variety of services NCH offers ranging from classes, tours and other events. Please call **847-618-4968** Monday through Friday 8:30 a.m. to 4:30 p.m. to request information. You may also visit nch.org/events to view our upcoming events.

Home Care

NCH Home Care provides skilled medical care ordered by a physician and offers personalized, one-on-one care, 24-hour patient access to a registered nurse and regular doctor updates. This type of care typically benefits patients with a new diagnosis and those recently discharged from the hospital with an injury or illness. Patients receive intermittent care from skilled professionals as well as education about their disease or condition and how to better care for themselves. Call **847-618-7800** or visit nch.org/homecare for more information.



Immediate Care Centers

We offer five Immediate Care Centers that provide easy access to non-emergency, quality care with walk-in hours at all locations. Visit nch.org/immediatecare for hours and locations.

- Buffalo Grove
- Kildeer
- Mount Prospect
- Palatine
- Schaumburg

Outpatient services

Imaging Services

From X-rays to cardiac MRIs, NCH offers quality imaging services in a variety of modalities. A physician's order is required to schedule an imaging test. To make an appointment call **847-618-3700** and indicate the location you prefer. Learn more at nch.org/imaging.

Lab services

Northwest Clinical Laboratories provides accurate, state-of-the-art lab services for a wide variety of medical procedures. To schedule an appointment call **847-618-3700** and indicate the location you prefer. Learn more at nch.org/lab.

Physical rehabilitation

NCH provides a wide range of inpatient and outpatient services for physical therapy, occupational therapy, speech and language therapy and sports medicine services. A physician's order is required to schedule an appointment for physical rehabilitation services. To schedule an appointment call **847-618-3700**. Learn more at nch.org/physicalrehab.

Support groups

Call **847-618-4968** or visit nch.org/supportgroups for a complete list of community support groups held at the hospital or ask your care team for more information.

NCH Wellness Center

Medically-based fitness center on the hospital campus

- State-of-the-art cardio and strength training equipment
- Indoor track
- Personal training
- Group exercise classes
- Lap, warm water therapy and hot tub pools
- The Yard outdoor fitness area
- Nutrition services
- Full-service locker room
- Child care services
- Weight loss programs
- Reflections Spa

To learn more visit

NCH.ORG/WELLNESSCENTER

Or call

847-618-3500

Bring in this ad to enjoy a

FREE 3-DAY PASS



EMERALD CIRCLE

The Emerald Circle is our exclusive club for seniors over age 62. To enroll, call **847-618-5575** or visit nch.org/emeraldcircle. Membership is free.

INFORMATION ABOUT YOUR DIET



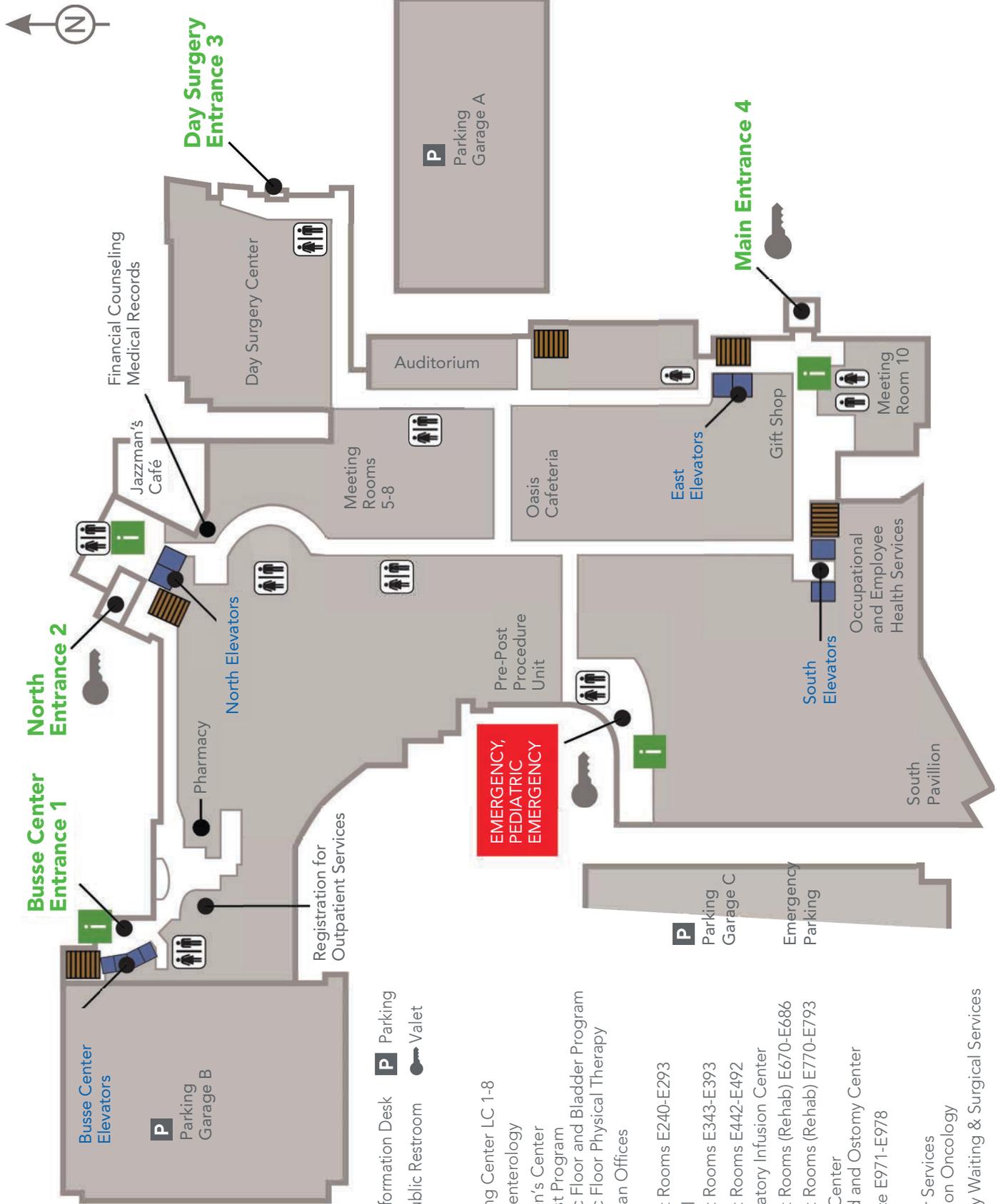
Welcome to Northwest Community Hospital. During the course of your hospital stay, your diet order may change several times. This can be due to tests, surgery, or your clinical course of treatment. Diets are ordered by your physician and provided by the Nutrition and Food Services Department. This sheet is intended to give you some basic information about your diet. It is not intended to be a diet instruction.

If you would like more information about your diet, please contact our Room Service Office at **847-618-3663**.

Diet	Purpose of Diet	Examples of Foods Allowed	Examples of Foods Not Allowed or Allowed in Limited Amounts
NPO means "nothing by mouth"	This diet means "nothing by mouth." It is designed to rest the GI tract. You may be NPO if you are having certain tests or surgery.	None	All
Clear Liquid	This diet is for short-term use. Used for some tests, pre- and post-operatively and/or for GI distress, such as nausea, diarrhea, etc.	Broth, gelatin, clear juices such as apple, grape and cranberry, soda, tea, coffee, lemonade, popsicles, Italian ice, honey, sugar, hard candy.	All others
Post-Surgical Liquid Diet	To provide a limited volume of food to assess tolerance after surgery.	Diet allows 3-4 items/meals which may include yogurt, broth or chicken noodle soup, juice, oatmeal, coffee or tea.	All others
Full Liquid	Milk and milk products are added to the clear liquid diet.	Strained cream soups, strained cereals, milk, pudding, ice cream, milk shakes, smooth yogurt.	All others
Pureed	A diet providing blenderized foods for patients having chewing or swallowing problems.	Pureed meats, vegetables, fruits, cereal, strained cream soup, ice cream, pudding, custard, smooth yogurt.	Solid foods and foods that are dry including bread, crackers, cookies and cake.
Minced & Moist	Provides food that requires no biting and minimal chewing.	Meats, vegetables and fruits are finely minced, cereals are smooth or with small, soft lumps; food is soft enough to squash easily with a fork or spoon.	No hard or crunchy foods; no regular dry bread, sandwiches, toast, crackers, cookies or cake.
Soft & Bite-Sized	Provides food that requires no biting, but chewing is required.	Meats, vegetables and fruits are cut in bite-sized pieces, but may be minced or mashed if cannot be cut to soft & bite-sized pieces. Rice is acceptable.	No hard or crunchy foods; no regular dry bread, sandwiches, toast, crackers, cookies or cake.
Easy to Chew	Provides food that requires the ability to bite soft foods and chew and orally process without tiring easily.	Normal, everyday foods that are of soft/tender textures. Bread and sandwiches that can be cut or broken apart into smaller pieces are acceptable, as well as rice.	Does not include hard, tough, chewy, fibrous, stringy, crunchy foods, or seeds.
Thickened Liquids	Provides liquids for people with difficulty swallowing or poor tongue control.	All appropriate liquids are thickened to consistency, as per order: mildly thick or moderately thick.	No thin liquids and no gelatin, ice cream, sherbet, Italian ice, thin soups, liquid creamer, thin dressings or fruits/vegetables containing a large amount of liquids.

Diet	Purpose of Diet	Examples of Foods Allowed	Examples of Foods Not Allowed or Allowed in Limited Amounts
Low Fiber (Soft/ low residue)	A diet restricted in fiber (roughage) consisting of foods soft in texture that are easily chewed and digested. Also restricted in highly spicy or seasoned food. Often ordered to prevent or reduce GI distress or as an advancement from NPO.	Soft foods, bland foods, canned fruit, bananas, cooked vegetables, soft breads, broth or cream soup, hot or cold cereals without dried fruit or nuts.	Fresh fruits (except bananas), raw or gas forming vegetables, nuts, dried beans and lentils, fried and highly seasoned foods. Limit milk to 2 cups per day.
Regular	A diet with no restrictions that provides adequate calories, protein and nutrients to meet patient's nutritional requirements.	All	None
Cardiac (Low Sodium and Low Sodium/Low Saturated Fat)	A diet restricted in the amount of sodium (salt), saturated and trans fats consumed. The diet is intended to help control fluid retention and blood levels of fat and cholesterol.	Fresh fruits, vegetables, lean meats and whole grain breads, cereals or pasta, low fat or fat free dairy products. Foods prepared without added salt or excessive fat.	Highly processed foods, i.e., canned soups, processed meats – bacon, ham, sausage, and table salt, whole milk, butter, regular soups, fried foods, biscuits, ice cream, rich desserts and caffeinated beverages.
Low Fat	Limit the amount of fat consumed to relieve symptoms of intolerance to dietary fat. This may be used for people with gallbladder disease, pancreatitis or other GI conditions.	Fresh fruits, vegetables, lean meats and whole grain breads, cereals or pasta, fat free dairy products. Foods prepared without added or excessive fat.	All fried foods, full fat dairy foods, fatty meats, butter or margarine, oils, salad dressings, nuts and nut butters, mayonnaise, rich desserts.
Carb Control/ Diabetes/Calorie Restricted	A diet that monitors the amount of carbohydrates and/or calories consumed in a day to help control blood sugar or weight.	Fresh fruits, vegetables, lean meats and whole grain breads, cereals or pasta, low fat or fat free dairy products. Foods prepared without added salt or excessive fat, diet gelatin, diet soda, sugar substitutes.	Simple sugars, candy, regular soda, high fat foods, regular soups, processed meats, fried foods.
Renal	A diet restricting sodium, potassium, phosphorus and fluids. Typically ordered for patients with renal (kidney) disease.	No more than one serving of milk daily; canned fruits, rice, noodles, low potassium fruits/vegetables, small portions of fresh meats, chicken, fish and eggs.	Salt (sodium) and salty foods. Fruits and vegetables high in potassium – i.e., oranges, potatoes, bananas. Protein containing foods – i.e., meats, poultry, fish, may need to be limited.
Fluid Restriction	A diet restricted in the amount of fluids consumed to prevent excessive fluid retention. This includes any liquid that can be measured or foods that are liquid at room temperature.	Any fluid that does not exceed the total amount of fluids allowed per day. This would include all fluids and soup, gelatin, ice cream, sherbet.	Any fluid that exceeds the total amount of fluids allowed per day.
Gluten-Free Diet	This diet eliminates gluten, a protein found in wheat, barley and rye. It is used mainly for people with Celiac disease.	Fresh fruits, vegetables, rice, corn, potatoes, fresh meat, poultry and fish, nuts and legumes (dry beans, peas and lentils).	Foods containing wheat (all types), barley, rye, malt, and oats (unless gluten free).

HOSPITAL GROUND FLOOR



MAP KEY

- Elevators
- Information Desk
- Public Restroom
- Valet
- Parking

Elevator Floor Unit

- Busse Center
 - LL Learning Center LC 1-8
 - 2 Gastroenterology
 - 3 Women's Center
 - Breast Program
 - Pelvic Floor and Bladder Program
 - Pelvic Floor Physical Therapy
 - 3-8 Physician Offices
- East
 - 2 Patient Rooms E240-E293
 - 3 Chapel
 - 3 Patient Rooms E343-E393
 - 4 Patient Rooms E442-E492
 - 5 Ambulatory Infusion Center
 - 6 Patient Rooms (Rehab) E670-E686
 - 7 Patient Rooms (Rehab) E770-E793
 - 8 Sleep Center
 - Wound and Ostomy Center
 - 9 Hospice E971-E978
- North
 - LL Cancer Services
 - Radiation Oncology
 - 2 Surgery Waiting & Surgical Services
 - 3 Critical Care Unit N300-N335
- South
 - 2,4-9 Patient Rooms



MAP KEY

- P** Emergency Parking
- ♿** Accessible Parking
- P** Parking
- ★** Security Station
- ✚** Private Ambulance Entrance and Parking

COMPLIMENTARY VALET PARKING

- A** Monday - Friday, 8 a.m. - 6 p.m.
Saturday and Sunday, closed
- B** Monday - Friday, 6 a.m. - 5 p.m.
Saturday and Sunday, closed
- C** Sunday - Saturday, 10 a.m. - 10 p.m.

ENTRANCES

- ✚** Emergency Department Entrance
- 1** Busse Entrance
880 W. Central Road
- 2** North Entrance
800 W. Central Road
- 3** Day Surgery Center
675 W. Kirchoff Road
- 4** Main Entrance
800 W. Central Road
- 6** Wellness Center
900 W. Central Road
- 7** Behavioral Health Center
901 W. Kirchoff Road

TV CHANNEL GUIDE

1.1	NCH WELCOME CHANNEL	23.2	WWME HEROES & ICONS	44.2	WSNS TELEXITOS (Español)
2.1	CBS	23.3	WWME ME TV	45.1	ESPN NEWS
2.2	CBS DECADES	24.1	WPVN AZTECA (Español)	46.1	ESPN U
3.1	NCH CHANNEL GUIDE	24.2	WPVN INFORMERCIAL CENTRAL	47.1	NBC SPORTS CHICAGO
4.1	CNN			50.1	CW
5.1	NBC	24.3	WPVN TUFF TV	60.1	WXFT TELEFUTURA (Español)
5.2	NBC COZI TV	24.4	WPVN POLYVISION (Polski)	60.2	WXFT ESCAPE
6.1	CNBC	24.5	WPVN WIN TV-MBC (한국어)	60.3	WXFT QUEST
7.1	ABC	24.6	WPVN MC-TV (한국어)	62.1	WJYS
7.2	ABC LIVE WELL	25.1	TNT	62.2	WJYS PRISM 6
8.1	FOX NEWS	26.1	WCIU THE U	62.3	WJYS PRISM
9.1	WGN – HDTV	26.2	WCIU U TOO	62.4	WJYS HRTLND
9.2	WGN ANTENNA TV	26.3	WWME ME TV	62.5	WJYS PRISM 3
9.3	WGN THIS TV	26.4	WMEU HEROES & ICONS	62.6	WJYS PRISM 4
9.4	WGN TBD	26.5	WCIU BOUNCE TV	62.7	MCTV
10.1	HEADLINE NEWS	26.6	DECADES	62.8	EVINE
11.1	WTTW PBS	27.1	USA	62.9	HSN
11.2	WTTW PBS PRIME	28.1	TBS	66.1	WGBO UNIVISION (Español)
11.3	WTTW CREATE	29.1	FX	66.2	WGBO LAFF TV
11.4	WTTW PBS KIDS	30.1	CARTOON NETWORK	66.3	WGBO GET TV
12.1	WEATHER NATION	31.1	DISNEY	66.4	WGBO JUSTICE NETWORK
13.1	ANIMAL PLANET	32.1	WFLD FOX HDTV	66.5	WGBO GRIT TV
14.1	HISTORY	32.2	WFLD MOVIES	70.1	MUSIC/TALK RADIO/ SERENITY
15.1	DISCOVERY	32.3	WFLD BUZZR		
16.1	NAT GEOGRAPHIC	32.4	WFLD LIGHT	71.1	MUSIC/TALK RADIO/ SERENITY
17.1	TLC	33.1	NICK		
18.1	HGTV	34.1	TV LAND	72.1	MUSIC/TALK RADIO/ SERENITY
19.1	A&E	35.1	HALLMARK		
20.1	WYCC	36.1	TCM	73.1	MUSIC/TALK RADIO/ SERENITY
20.10	FOOD NETWORK	38.1	WCPX ION TV		
21.1	FREEFORM	38.2	WCPX QUBO	74.1	MUSIC/TALK RADIO/ SERENITY
22.1	WRJK	38.3	ION LIFE		
22.2	WRJK 2	38.4	ION SHOP TV	75.1	MUSIC/TALK RADIO/ SERENITY
22.3	WRJK DIYA TV	38.5	ION QVC		
22.4	WRJK STADIUM	38.6	ION HSN	76.1	MUSIC/TALK RADIO/ SERENITY
22.5	WRJK COMET	39.1	AMC		
22.6	WRJK CHARGE	40.1	HALLMARK MOVIES	77.1	FUTURE
22.7	WRJK INFOMERCIALS	41.1	FOX SPORTS	100.1	FUTURE
22.8	WRJK SOUL OF THE SOUTH	42.1	ESPN	101.1	FUTURE
23.1	WWME ME TV	43.1	ESPN-2		
		44.1	WSNS TELEMUNDO (Español)		

The channel guide is subject to change at any time.



How do you say thank you?

Maybe it was a kind word, a gentle smile, a warm blanket, a lifesaving procedure, or a visit from a volunteer that brought comfort to you or your loved one while at NCH.

In gratitude for this care, many have asked how they can express their thanks and pay it forward.

A charitable gift is one meaningful way. Any gift, large or small, is powerful.

By supporting NCH, you help provide compassionate care for the next cancer patient starting treatment, the senior making his first visit to the Emergency Department, or a couple welcoming their new baby into the world.

As an independent, not-for-profit healthcare organization, your support is vital to care for them with the best clinicians, technology and resources.

To make a gift online visit

[NCH.ORG/DONATE](https://www.nch.org/donate)

Or for more information call

847-618-4260



Part of  **NorthShore**

Northwest Community Healthcare
800 West Central Road
Arlington Heights, IL 60005
847-618-1000
nch.org

