

Mercy Iowa City PATIENT GUIDE



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Mercy Iowa City TV Channel Guide



Check out our dedicated **Mercy Hospital Channel: Channel 5**

Local Channels - Numerical Listing	
5	Mercy Hospital Channel
16-1	KGAN (CBS 2) Cedar Rapids
16-2	MC22 (Mediacom)
16-4	KFXA (Fox 28) Cedar Rapids
16-6	KCRG (ABC 9) Cedar Rapids
16-9	BYUtv
16-12	KWWL (NBC 7) Waterloo
16-18	KIIN (IPTV PBS) Iowa City
79-8	KWKB (This TV 20) Iowa City
79-16	KFXB (CTN 43) Dubuque
83-2	KPXR ION Television HD
83-4	KWKB This TV HD
83-5	KWKB-DT2 Light TV

Cable Channels - Numerical Listing			
51-1	Hallmark Channel	53-9	TNT
51-3	Lifetime Movies	53-11	Paramount Network
51-5	Freeform	53-13	TV Land
51-7	Comedy Central	53-15	CMT
51-9	Oxygen	53-17	MTV
51-11	Discovery Channel	53-19	Nickelodeon
51-13	FOX News	53-21	MSNBC
51-15	TCM	53-23	truTV
51-19	TLC	54-1	Food Network
51-21	WE tv	54-3	HGTV
51-25	Big Ten Network	54-7	Disney Channel
52-1	PX	54-9	Telemundo
52-5	E!	54-11	A&E
52-7	NBC Sports Network	54-13	History
52-9	FOX Sports 1	54-15	VH1
52-11	Univision	54-17	Lifetime
52-13	BET	54-19	ESPN Classic
52-15	Bravo	54-21	Syfy
52-17	CNBC	54-23	AMC
52-19	Animal Planet	54-25	WGN America
52-21	USA Network	66-5	ESPN
52-23	Travel Channel	66-13	ESPN2
53-1	CNN	66-15	NBC Sports Chicago
53-3	HLN	66-19	The Weather Channel
53-5	Cartoon Network	66-23	NFL 02
53-7	TBS	66-27	National Geographic

Welcome to Mercy!

Thank you for choosing Mercy Iowa City for your health care. We are committed to making your health our number one priority by providing the highest quality patient experience and personalized care that you expect from our dedicated team of professionals, and to do so in the spirit of the Catholic Sisters of Mercy who founded us and who continue to oversee our work.

Mercy Iowa City has been recognized as an IBM Watson Top 100 Community Hospital, Top 50 Cardiovascular Hospital, and is the only hospital in Iowa to receive five stars from the Centers for Medicare and Medicaid for five years in a row, in addition to many more accolades, honors and recognitions. We are dedicated to caring for you and your loved ones with the same skill and compassion that earned these distinctions. The tradition of excellence established here by the Sisters of Mercy in 1873 continues today as we live their mission to heal and comfort the sick, and transform the health of our community, each day.



To learn more about Mercy Iowa City and the services we offer, please consider contacting our Mercy On Call nurses at 319-358-2767 or visit www.mercyiowacity.org where you can find a physician, register for a class, see our news, learn about volunteering, email a message, pay a bill, make a gift and so much more.

On behalf of our entire Mercy family, I encourage you to let us know how we are doing. We appreciate your feedback. Thank you again for choosing Mercy Iowa City for your care. We are proud to be your community hospital.

Sincerely,

A handwritten signature in black ink, appearing to read "Mike Trachta".

Mike Trachta
Mercy Iowa City acting President and CEO

Our Mission

MercyOne serves with fidelity to the Gospel as a compassionate, healing ministry of Jesus Christ to transform the health of our communities.

Our Vision

MercyOne will set the standard for a personalized and radically convenient system of health services.

Our Values

- Integrity
- Commitment to the Poor
- Compassion
- Excellence
- Justice
- Stewardship
- Reverence

Patient Satisfaction

At Mercy Iowa City, service excellence means taking the time to understand your needs, treating you with respect and compassion, helping you understand what's happening and going the extra mile to exceed your expectations.

You can expect us to:

- Protect your privacy and the confidentiality of your health information.
- Maintain clean and safe surroundings.
- Respond promptly to your health care needs.
- Treat you with courtesy, friendliness and respect.
- Provide safe and high-quality care.

If you feel your concerns about patient care and/or safety have not been sufficiently addressed by Mercy, you may: contact The Joint Commission at www.jointcommission.org, using the "Report a Patient Safety Event" link in the "Action Center" on the home page of the website; mail your concern to Office of Quality and Patient Safety, The Joint Commission, One Renaissance Blvd., Oakbrook Terrace, IL 60181; or by fax at 630-792-5636.

Refer quality of care concerns, discharge appeals or beneficiary complaints to Livanta, the external peer review organization for hospitals in Iowa. You may send your concern to: Livanta, BFCC QIO, 10820 Guilford Rd., Ste 202, Annapolis Junction, MD 20701-1262, or call 1-888-755-5580 (TTY 1-888-985-9295).

Register complaints with the Health Facilities Division of the Iowa Department of Inspections and Appeals. You may submit your complaint to: Iowa Department of Inspections and Appeals, Health Facilities Division/Complaint Unit Lucas State Office Building, 321 E. 12th St. Des Moines, IA 50319-0083. You also may fax your complaint to 515-281-7106.

After Your Stay

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

- doctor and nurse communication
- medicine and discharge information
- staff responsiveness
- overall quality of the hospital environment

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

Please share any concerns regarding your care by talking with a nursing leader or by calling the Patient Advocate at 319-339-3653.



Your Care Team

Providers

Health care providers may include physician assistants, nurse practitioners and/or:

- Your attending physician—supervises your treatment
- Hospitalists—physicians who make rounds at the hospital in place of your personal physician

Nurses

Nurses are a critical link between you and other members of your health care team. They help communicate your needs, explain important treatment information, plan and evaluate your care and administer medications and IV placements.

Nursing Technicians

Under the supervision of providers and nurses, patient care assistants/technicians make sure you are comfortable and safe during your stay in a variety of ways.

Patient and Family Care

Mercy Iowa City offers social workers and case managers who are dedicated to helping you and your family cope with the ongoing social, emotional and financial issues you may face due to your medical condition.

Pharmacists

A pharmacist will review your medication orders and work with your providers and nurses to ensure you have safe and accurate medication.

Other Health Care Professionals

Other members of your health care team may include rehabilitation services, food and nutrition services, lab personnel, environmental services technicians, chaplains and more.

Want to Know How We Score?

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

- Medicare Hospital Compare, which uses HCAHPS results and other data:
www.medicare.gov/hospitalcompare/search.html
- The Joint Commission:
www.qualitycheck.org

Your Safety

Your safety is our top priority. We invite you to be an active member of your health care team, working with us to keep you safe during your stay.

Contacting Your Nursing Team

Our team is devoted to anticipating and responding to your needs as quickly as possible. Contact your nursing team by using your call light located at your bedside.

Rapid Response Team

In the event of an emergency or if you are not able to get the attention of your health care team, Rapid Response Team (RRT) Alert allows you and your loved ones to voice concerns and access the expertise of a team of medical professionals. To activate an RRT, simply call the hospital operator by dialing "0."

The operator will ask for your name, patient room number and specific concern. The operator will immediately activate an RRT. A team of medical professionals will arrive to your room within minutes.

Patient Identification

Before providing care such as giving medications or performing a test, your health care team will confirm your name and date of birth to be sure you receive the care that has been personalized to meet your needs.

Medication Safety

- Inform your provider and nurse of all medications you are taking, including over-the-counter vitamins and herbs.
- If you have brought medications from home, please tell your nurse immediately and do not take any medication without approval from your health care provider.
- If you do not recognize a medication, ask your nurse or health care provider more questions about the medication and its purpose.





Nurses will assess your fall risk and may provide you with yellow slippers, gown and band for safety purposes.

Fall Safety

When ill or weak, you may feel dizzy or confused which increases your risk of falling. Use these safety tips:

- Make sure your call light and things you need are within reach.
- Ask your nurse or health care provider which activities are safe for you to do on your own.
- Ask for help to get in and out of bed.
- Wear slippers, slip-resistant socks or shoes.
- Use the toilet often to avoid needing to hurry.
- Use walking aids (canes, walkers and wheelchairs) as instructed.
- Wear your eyeglasses or contacts and hearing aids.
- Notify your nursing team if you see a spill or slippery area on the floor.

Keeping You Safe

It is important for your care team to know where you are at all times. For your safety, please remain on the unit where you are staying. Should you need to leave the unit, please contact a member of your health care team.

When you return home, there are things you can do to prevent falls. Have your vision checked at least once a year. Review all of your medications with your provider or pharmacist. Begin a regular exercise program to improve your balance, strength and coordination.

Make your home safe:

- remove small throw rugs, clutter and other objects from walking areas or stairs
- use non-slip mats in the bath tub/shower floors and install grab bars
- wear shoes both inside and outside and use handrails when going up or down stairs.
- have good lighting inside and outside your home

If you need a personalized fall reduction plan after discharge, please contact an Occupational or Physical Therapist at 319-339-3875.

Stop the Spread of Infection

During your stay at Mercy Iowa City, you can help stop the spread of germs and infections by following these tips:

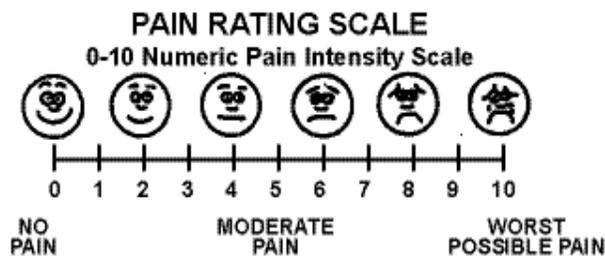
- Cover your mouth and nose with a tissue when coughing or sneezing. Discard the tissue in the trash and clean your hands thoroughly. If no tissue is available, please cough or sneeze in your sleeve.
- Wash your hands frequently using hand sanitizer or soap and water.
 - When using hand sanitizer, rub the sanitizer over all surfaces of your hands until they are completely dry.
 - When washing with soap and water, scrub your hands and wrists for at least 20 seconds before rinsing. Use a paper towel to turn off the faucet.
- Be empowered to ask your caregivers if they have cleaned their hands before coming into contact with you.
- If family members or friends have symptoms of an illness or if they have been around someone with an illness, ask them to wait until they are healthy before visiting you in the hospital.
- If you are in “isolation” because of an infectious disease, you and your loved ones should follow all precautions to prevent spreading the illness to others.
- There may be circumstances where visitor restrictions are in place to ensure our patient and staff safety. Review signage around the hospital or our website to see current restrictions.





Pain and Comfort Management

Mercy Iowa City is dedicated to providing a comfortable environment during your stay. Managing pain is an important part of maintaining your comfort. You will be asked frequently to rate your pain. We use a combination of faces and numbers to help patients rate their pain level.



Opioid Medications

If you're prescribed an opioid pain medication during your hospital stay, be sure to know the possible risks. Talk to your doctor about safe use, and remember the following tips:

- Take opioid pain medications exactly as prescribed.
- Make a plan with your doctor that covers your questions and concerns, when you need to follow up with him or her and other ways to manage pain.
- Don't drink alcohol while you're taking opioid painkillers. Ask your doctor for a list of medicines to avoid.
- Never share your pain medication, and never use another person's.
- Store your prescriptions in a secure place that others can't access.

Throw away any leftover pills safely—visit www.fda.gov/drugs/resourcesforyou to find out how.

If you or someone you know may be struggling with addiction, don't wait to get help. Call 1-800-662-HELP (4357) or visit findtreatment.samhsa.gov.

Communication

Mercy Iowa City is devoted to keeping you well-informed so you can be an active and engaged member of your health care team. If you do not understand something about your care or a procedure, ask your caregiver to explain it before giving consent. We also recommend inviting a trusted family member or friend to be with you, to ask questions and to take notes while talking with your health care provider.

If you are hearing impaired or cannot communicate in English, Mercy Iowa City offers specialized services to meet communication needs. Your health care team will use these services to keep you well-informed and allow you to fully participate in your care.



Advance Directives

Advance Directives (Durable Power of Attorney for Health Care/Living Will)

A living will and durable power of attorney are the legal documents that allow you to give direction to medical personnel, family and friends concerning your future care when you cannot speak for yourself. You do not need a lawyer in order to complete advance directives.

Mercy Iowa City participates in the Honoring Your Wishes initiative to assist with advance directives. For a free consultation, please contact Pastoral Care at 319-339-3556.

Organ and Tissue Donation

Organ and tissue donation is a personal choice that can save or improve the quality of life for many others. If you wish to donate your organs, it is vitally important to make your family part of the decision.

For more information about organ and tissue donation, please talk with a member of our nursing staff.



For Your Loved Ones

Mercy Iowa City has many opportunities for your loved ones to stay connected with you during your stay.

Wireless Internet Service

Wireless internet access, MercyNet, is available throughout the hospital, including patient rooms and guest lodging rooms. Laptop computers and tablets are available for the use of patients and their family members. To borrow one, speak to your nurse. No password is required.

In-Room Telephones

Telephones are provided in all patient rooms. To place a local call, dial 9 + the local number (include area code). To make a toll-free call, dial 9 + 1 + the toll-free number. Long-distance calls cannot be charged to your room; they must be charged to your home phone number or a calling card. To charge a long-distance call to your home number, dial 9 + 0 + the area code and number. You will be transferred to ILD Teleservices. ILD Teleservices is the only carrier that will bill the call to your home if you do not have a calling card.

Cellular Phones and Mobile Devices

You are welcome to use your mobile/cellular device as needed. For your safety and for privacy purposes, there may be some areas where you are asked to reduce or restrict the use of your mobile device.

Visitor Guidelines (any visitor restrictions will be posted on our web page: www.mercyiowacity.org)

To provide a restful and safe environment, we ask that all visitors comply with the following guidelines:

- Please check current visitor guidelines regarding children visiting the hospital.
- Be considerate of other patients by keeping noise to a minimum.
- Refrain from visiting if you have a cold, sore throat or any contagious disease.

- Observe no visiting and precaution signs before entering the room. Observe quiet times on the units.
- Do not smoke.
- Leave the room during tests or treatments if asked.

Gift Shop

Location: Second floor near main entrance

Hours

Please refer to www.mercyiowacity.org/gift-shop for current hours of operation.

The Mercy Gift Shop provides a large selection of gifts, including flowers, candy, home and seasonal décor, magazines, baby items, personal care items and apparel. If you wish to have something delivered to a patient, call 319-339-3636.

Guest Lodging

Mercy offers guest lodging rooms in the hospital on level three of Mercy North. These private rooms offer two beds, a shower, TV, telephone, alarm clock and a lobby with a mini-fridge and lounge.

Rooms are \$35 per night and payment must be made at or before time of checkout. Guests must be 100% independent; no nursing care or personal services are provided.

For more information call 319-339-3659, Monday through Friday, 8 a.m.—4:30 p.m.; outside of business hours, call the hospital operator at 319-339-0300.

Mail/Email

Mail—U.S. mail is accepted and delivered directly to your room by volunteers. If we receive any mail after you leave our care, we will send it to your home address.

Email—Email messages can be sent via www.mercyiowacity.org. Please be aware we cannot guarantee privacy or confidentiality of email messages sent to that address and any emails received after your discharge will be discarded.





Other Services

ATM/Cashier

The Cashier's window, located in the main lobby, is open Monday through Friday from 8 a.m. to 4 p.m. ATM machines are located in the hospital lobby on level two and the first floor of the Medical Plaza.

Cafeteria

Our cafeteria is located on the first floor of the hospital and is open during specific hours and available for visitors and guests. Free coffee and a 15 percent discount are offered to those 60 and older.

Notary Public Services

Mercy Iowa City offers Notary Public Services free of charge. Please ask your nurse or health care provider.

Spiritual Support

Pastoral care is an integral part of Catholic health care and offers the spiritual services of prayer, sacramental ritual, a listening presence and assistance in dealing with the emotions and questions that come with sickness. Chaplains are available to offer assistance in developing health care directives.

The chapel, located on the first floor, is available for prayer and solitude. It is open from 6 a.m. to 6 p.m.

To reach Pastoral Care, call 319-339-3556 or ask your nurse to page the chaplain on call.

Your Personal Privacy and Security

Protecting Your Privacy

Mercy Iowa City is dedicated to protecting your privacy. Personal information about a diagnosis or treatment must come from your health care provider and is only shared with people you choose. You can also choose to have your name removed from our directory if you do not want information shared with callers.

Personal Belongings

Mercy Iowa City has a process to collect and store your personal items during your stay with us. Whenever possible, please leave your valuables at home or with a loved one as Mercy Iowa City is not liable in the event of theft, loss or damage to personal belongings. If an incident occurs, please report it to your nurse so our security team can be involved.

Fire, Tornado, Other Drills

Mercy Iowa City regularly conducts fire and disaster drills to prepare staff for emergency situations. Work together with your care team by following all directions to ensure your safety while in our facilities.

Search of Property

To ensure the safety of you and everyone in our facility we may request your cooperation during a search of a missing person or missing property. Before searching you or any of your belongings we will ask for your permission.





Take Charge of Your Care

If you have questions or concerns, you have the right to ask and get a response from your doctor or nurse that makes sense to you.

- **Speak Up** - Ask questions and voice concerns. It's your body and you have the right to know.
- **Pay Attention** - Always double-check that you are getting the right treatments and medicines from the right hospital staff.
- **Educate Yourself** - Learn about your medical condition, tests and treatment options so you know why following your care plan is so important.
- **Find a Support Person** - Pick someone to help speak up for your care and needs during your stay.
- **Know Your Medicines** - Understand what your medicines treat, why you need them and how to take them for the best results.
- **Check Before You Go** - Make an informed decision when selecting additional health care services. Choose only accredited providers who meet patient safety and quality standards. Go to www.qualitycheck.org to learn more.
- **Participate in Your Care** - You are the center of your health care team. Make sure you know what's happening every step of the way—from admission through discharge.

Our goal is for you to experience excellent, individualized and personal care.

Patient Portal

Our free, secure and confidential patient portal provides access to personal health information, summarizing recent services provided at Mercy Hospital for patients 18 years and older.

Set Up Your Personal Account

- A unique email address must be provided for each patient during admission or discharge.
- An invitation letter will be sent by Change Healthcare to the email address provided so you can set up your account.
- Information for a specific visit to the hospital will be available 24 hours after discharge. It will be updated after two weeks.

Information provided in the portal can include:

- Allergies
- Discharge instructions
- Health care providers
- Medications
- Mercy Clinic visit information
- Procedures performed
- Test results

Access to new information will become available 24 hours after each visit if you already have an account. You can access the login screen from the address included in the invitation email or at www.mercyiowacity.org.

Changes and new options will be added to Mercy's patient portal over time.



Patient Rights and Responsibilities

Mercy Iowa City heals and comforts the sick, and works to improve the health of the community in the spirit of Jesus Christ and the Catholic tradition of the Sisters of Mercy. The values of respect, excellence, compassion, stewardship and collaboration guide the care, treatment and services we provide in the acute inpatient, ambulatory, home and community settings.

- Mercy recognizes the autonomy of the people we serve by respecting their right to make decisions about care, treatment and services.
- Mercy respects, protects and promotes patient rights.
- Mercy respects the patient's right to receive information in a language or manner he or she (or the patient's representative) understands.
- Mercy respects the patient's right to participate in decisions about his or her care, treatment and services.
- Mercy honors the patient's right to give or withhold informed consent to produce or use recordings, films or other images of the patient for purposes other than his or her care.
- Mercy protects the patient and respects his or her rights during research, investigation and clinical trials.
- Mercy respects the patient's right to receive information about the individual(s) responsible for, as well as those providing, his or her care, treatment and services. Mercy addresses patient decisions about care, treatment and services received at the end of life.
- Mercy respects the patient's right to be free from neglect, exploitation, and verbal, mental, physical and sexual abuse.
- Mercy addresses the patient's right to an environment that preserves dignity and contributes to a positive self-image.
- Mercy addresses the patient's and his or her family's right to have grievances reviewed by the hospital.
- Mercy addresses the patient's right to access protective and advocacy services.
- Mercy respects the patient's right to visitation privileges.
- Mercy informs the patient about his or her responsibilities related to his or her care, treatment and services.

NON-DISCRIMINATION:

Mercy Iowa City complies with applicable federal civil rights laws and does not discriminate on the basis of age, race, color, creed, ethnicity, religion, national origin, marital status, sex, sexual orientation, gender identity or expression, disability, association, veteran or military status, or any other basis prohibited by federal, state or local law. We:

Provide free aids and services to people with disabilities to communicate effectively with us:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats other formats)
- Provide free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

Contact the charge nurse on your unit or the Assistant Director of Nursing at 319-339-3951 if you need these services.

If you believe that we have failed to provide these services or that you have been discriminated against, you may file a grievance with:

Mercy Iowa City

Section 1557 Coordinator
500 East Market Street
Iowa City, IA 52245
319-339-3881

You can file a grievance via telephone, mail or email/website. Please contact our local administration if you need help filing.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail, phone or email at:

U.S. Department of Health and Human Services

Room 509F, HHH Building
200 Independence Avenue SW
Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

email: OCRMail@hhs.gov

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Medicare Outpatient Observation

Know Your Status

Many times people caring for you will use the terms admitted. It is important to know if you are admitted to the hospital as an inpatient or an outpatient. Did you know that even if you stay in a hospital overnight, you still might be considered an “outpatient?” Your hospital status (whether the hospital considers you an “inpatient” or “outpatient”) affects how much you pay for hospital services (like x-rays, drug and lab tests), and may also affect whether Medicare will cover care you receive in a skilled nursing facility (SNF) following your hospital stay.

Inpatient Status

You are considered an inpatient if you have a medical need to be at the hospital to treat a specific illness or diagnosis. The doctor will order inpatient when he believes you to be in this situation or your insurance is in agreement the care you need can only be done at a hospital. The day before you’re discharged is considered your final inpatient day. As an inpatient, services received will be generally covered under Medicare Part A (100% of Medicare allowed amounts after deductible is met). In order for skilled nursing facility (SNF) services to be covered by Medicare, you must be an inpatient for three days prior to being transferred to a SNF (the date of your discharge does not count toward this requirement).

Outpatient Status

You are considered an outpatient if you are receiving emergency department services, observation services, outpatient surgery, lab tests, x-rays or any other hospital services and medical necessity requirements for inpatient status have not been met. In these cases, you are considered an outpatient by Medicare even if you spend the night at the hospital.

As an outpatient, services you have received will generally be covered under Medicare Part B (80% of Medicare allowed amounts). Non-covered services you may receive as an outpatient could include charges for self-administered drugs. Please speak to a member of our Patient Financial Services department for assistance receiving reimbursement for self-administered drug charges from your Part D insurance plan.

NOTE: The decision for inpatient hospital admission is a complex medical decision based on numerous factors determined by the Centers for Medicare and Medicaid Services (CMS). These determining factors may include, but are not limited to: your current medical condition, your care needs, results/findings of any tests administered during your hospital stay and your doctor’s medical judgment. A staff member will visit you during an observation hospital stay (at which time you would be considered an outpatient by Medicare) to speak with you about Medicare coverage for the services you are receiving.

Checklist for Discharge

Make sure you have the following information before you leave the hospital.

- Discharge summary**—This includes why you were at the hospital, who cared for you, your procedures and medicines.
- Medicine list**—This includes all your new and former prescriptions, over-the-counter medicines, vitamins and supplements. Ask if there are any medicines you can stop taking or that are not okay to take together. Also make sure you know why, how and when to take each one.
- Prescriptions**—Mercy will send your prescription to your pharmacy electronically whenever possible. At times, you may receive a written prescription to take to your pharmacy to be filled.
- Follow-up care instructions**—Beyond medicine, these can include:
 - foods or activities to avoid
 - tests or appointments
 - how to care for incisions or use equipment
 - warning signs to watch for
 - daily living adjustments (example: how to get into bed)
 - who to call with questions
- After-hospital services**—know how much support you'll need in these areas:
 - Personal care: bathing, eating, dressing and toileting
 - Home care: cooking, cleaning, laundry and shopping
 - Healthcare: taking your medicines, doctor's appointments, physical therapy, wound care, injections and medical equipment
- Local resources**—Ask your discharge planner for help finding local after-care services or other support groups.

Not Ready to Leave?

You have the right to appeal your discharge if you don't agree with the decision that you are ready to leave the hospital. Speak with your doctor or nurse to share your concerns. You also may need to reach out to Medicare, Medicaid or your insurance company.

Understanding Your Bill

Mercy's Patient Financial Services Department will help you with the financial aspects of your hospital stay. For details regarding Mercy Iowa City billing information, visit our website at www.mercyiowacity.org/billing.

Patient Billing

Mercy Iowa City issues monthly billing statements once any applicable insurance payments have been received and applied to your account(s). You may receive separate bills for the following: Mercy Hospital services, Mercy physician services, Emergency physicians and Mercy Outreach Lab services. Non-Mercy physicians who provide anesthesiology, radiology, pathology or some surgical services may also send you separate bills for services they provide to you in our facility. If you visited the ECU for care, you will receive a separate bill from the physician who treated you.



Financial Planning

Financial counselors are available to provide patient responsibility estimates for planned or pre-scheduled procedures. They can meet with you to discuss the various payment options available to you for services you have already received or are expecting to receive.

Payment Options

Uninsured patients qualify to receive a discount on their charges.

Uninsured patients who are unable to pay their medical expenses can meet with our on-site Patient Medicaid Advocate for Iowa Medicaid screening. Insured and uninsured patients can set up payment plans at no cost to the patient through the Patient Financial Services department under the ClearBalance program.

Payments can be made in person at the Cashier's Window, by mail (Mercy Hospital, P.O. Box 3130, Iowa City, IA 52244), online (www.mercyiowacity.org/billing) or by phone (319-339-3616).

Mercy Iowa City also offers financial assistance to those eligible patients who apply. Information about Mercy's Financial Assistance program can be found at www.mercyiowacity.org/patient-financial-assistance.



An Affiliate of **MERCYONE**SM

Questions once you return home?
Mercy On Call nurses are available 24/7
319-358-2767 or 800-358-2767



Designated as a

Blue Distinction[®]
Center+
for **Knee & Hip Replacement,**
Spine Surgery and Cardiac Care



Designated
BlueDistinction[®]
Center+
Maternity Care

Watson Health[®]

100 Top Hospitals[®] 2021

Watson Health[®]

50 Top Cardiovascular Hospitals 2021



Mercy Iowa City
500 E. Market Street
Iowa City, IA 52245

319-339-0300

www.mercyiowacity.org