



The Right Care at a Critical Time

Patient and Visitor Handbook

RML Specialty Hospital is accredited by
The Joint Commission
and is a member of the Illinois Hospital Association,
the National Association of Long-term Hospitals,
and the American Hospital Association.

RML Specialty Hospital is licensed by
The State of Illinois Department of Public Health.

Dear Patients and Family,

Thank you for selecting RML Specialty Hospital as your Long-term Acute Care Hospital (LTCH). You are probably at RML because you or your loved one requires extra time, care and assistance to heal. We realize this is a difficult time for many patients and families. Please be assured that you are in the right place. You are under the care of an excellent medical staff and outstanding clinical professionals in a quiet, nurturing environment where healing can take place. RML Specialty Hospital offers the experience and the care you and your loved one need.

This booklet offers general information on RML Specialty Hospital and the people who work here. This booklet will also help you find the answers to your initial questions. Please feel free to ask your care coordinator or other members of your health care team if you have additional questions.

At RML Specialty Hospital, we provide quality, compassionate care to each patient with support and attention to the patient's family.

Sincerely,

Jim Prister
President and Chief Executive Officer

MISSION

Our mission is to provide quality, compassionate care to patients with prolonged, severe medical illnesses from our referring community.

VISION

Our vision is to be a national center of excellence for long term acute care, recognized for achieving superior clinical outcomes and patient satisfaction and for making valued contributions to the advancement of medical care for the patients that we serve.

VALUES

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| Integrity | We are ethical, fair, and honest in all our actions. |
| Service | We are committed to achieving service excellence in all that we do. |
| Respect | We respect the individual rights, dignity, and confidentiality of others. |
| Stewardship | We strive at all times to be good financial stewards of the resources entrusted to us. |
| Teamwork | We value each staff member's contribution to our Mission and believe that collaborative effort is essential to the realization of our Vision. |
| Accountability | We hold ourselves personally accountable for our actions and inactions, as well as for the achievement of results for which we are responsible. |

WELCOME TO RML SPECIALTY HOSPITAL

There are several types of health care professionals you may encounter during your stay at RML Specialty Hospital. We feel it is important you understand each of their roles:

MEDICAL STAFF:

A physician will be assigned to each patient based on the patient's medical needs. Your attending physician may be a Hospitalist, Pulmonologist, Infectious Disease Specialist, or a Psychiatrist who is responsible for the provision and oversight of all medical treatment. Every patient is seen daily by his or her attending physician. RML also has a physician on-site 24 hours a day, seven days a week to address medical issues. Our medical staff of more than 100 physicians and sub-specialists are highly experienced in the care of chronically, critically ill patients.

The following are represented on the medical staff

- Cardiology
- Critical Care
- Clinical Psychology
- Dentistry
- Endocrinology
- Gastroenterology
- General Surgery
- Hematology/Oncology
- Hospitalist
- Infectious Disease
- Internal Medicine
- Nephrology
- Neurology
- Ophthalmology
- Otolaryngology
- Pathology/Transfusion Medicine
- Physical Medicine & Rehabilitation
- Plastic Surgery
- Podiatry
- Psychiatry
- Pulmonary
- Radiology
- Urology

All physicians on staff at RML Specialty Hospital are listed by specialty on our website. The website will provide you with the name of the physicians that are RML employees or independent practitioners. Please refer to our website, www.rmlspecialtyhospital.org.

RML SPECIALTY HOSPITAL STAFF AND SERVICES

All RML Specialty Hospital employees wear photo identification badges, which state their name and job title.

Care Coordinator: A Care Coordinator is assigned to each patient upon his or her admission and follows the patient throughout their stay at RML Specialty Hospital. The Care Coordinator is the primary liaison between the patient, family, and the health care team. The Care Coordinator can provide information regarding the patient's treatment plan and progress and can help arrange family meetings or phone contact with physicians. Care Coordinators assist each patient and family in determining discharge placement options and make necessary referrals for the patient. The Care Coordinators are responsible for updating insurance companies on the patient's progress toward achieving the care plan goals. The Care Coordinators are also responsible for concurrent review to verify that the patient meets medical criteria for hospitalization.

Chaplain Service: The RML Specialty Hospital Chaplain Service is non-denominational. Chaplains are available to help cope with issues surrounding long term hospitalization, illness, and spiritual resources. They are available to all patients and families to assist in meeting their spiritual care needs. Chaplains make regular visits to the patient care units. Their services may be requested by asking any staff member.

Clinical Supervisors: The Clinical Supervisor is a Registered Nurse who is responsible for coordinating and supervising the daily clinical activities of the nursing staff. The Clinical Super - visor is the on-site representative for administrative issues after business hours daily, and 24 hours per day on the weekend.

Food and Nutrition Services: A registered and licensed Clinical Dietitian (RD) completes nutritional assessments for each of our patients. The RD then supervises the implementation of the nutritional care plan in collaboration with the medical staff and other disciplines. Food and nutrition attendants provide meal service to patients.

Respiratory Care Practitioner (RCP) Lead: The RCP Lead is a Registered Therapist who is responsible for coordinating and supervising the daily clinical activities of the respiratory staff. The RCP Lead is the on-site representative for administrative issues after business hours daily, and 24 hours per day on the weekend.

Patient Ambassador: The Patient Ambassador makes regular visits to patient care units to ensure that RML Specialty Hospital is meeting your expectations. For assistance with complaints or grievances, the Patient Ambassador may be reached in Chicago at (773) 826-6088 and in Hinsdale at (773) 826-6406.

Patient Care Technicians (PCT): PCTs at RML Specialty Hospital are trained nursing assistants who help the nurses in the implementation of a patient's plan of care. The PCT is responsible for the daily hygiene needs of the patient (bath, oral feeding, turning, and repositioning) as well as routine vital signs and blood glucose testing. PCTs wear photo ID badges

with color-coded tags extending under their badge identifying them as PCTs.

Psychologists: All patients are evaluated by a psychologist following admission. The psychologist works closely with the patient care team to put a plan in place that will meet the patient's physical AND emotional needs.

Registered Nurses (RN): RNs at RML Specialty Hospital are licensed by the State of Illinois after successful completion of an approved nursing program and State Board testing. Nurses are responsible for planning and coordinating the nursing care the patient receives, as well as assuring that the physician's orders are carried out. RNs wear photo ID badges with color-coded tags extending under their badge identifying them as RNs.

Rehabilitation Therapy Services: Rehabilitation Services at RML Specialty Hospital are multi-disciplinary, and include Physical Therapy, Occupational Therapy and Speech/Language Pathology. The therapists provide evaluation and treatment of patients as appropriate to the patient's individual rehabilitation needs. The therapists wear photo ID badges with color-coded tags extending under their badge identifying them as therapists.

Respiratory Care Practitioner (RCP): RCPs are responsible for providing the direct respiratory care to our patients. This includes all ventilator weaning protocols and oxygen usage as well as pulmonary hygiene. Each RCP is a graduate of an accredited respiratory care program and is either certified or registered by the National Board of Respiratory Care. RCPs wear photo ID badges with color-coded tags extending under their badge identifying them as RCPs.

Respiratory Care Services Director: The Respiratory Care Services Director is a registered Respiratory Care Practitioner who manages the staff and services of the respiratory care department. The Respiratory Care Services Director is a resource for addressing questions about the care provided by respiratory therapists.

Unit Managers: Nursing Managers are Registered Nurses who oversee the day-to-day operations of their assigned unit. Their offices are located on the unit, near the patient rooms, to supervise the nursing care. Unit Managers are a resource for addressing questions regarding bedside patient care provided by the Nurses and PCTs.

Unit Secretaries: The unit secretaries are responsible for the clerical needs of the unit. They are responsible for answering incoming telephone calls, directing information as appropriate, scheduling patient tests and procedures, and responding to the patient call lights.

Wound Care Clinicians: The Wound Care Clinicians are also known as Wound, Ostomy and Continence nurses (WOCNs). These Registered Nurses are certified with advanced training in managing patient skin and wound care needs. They consult on patients as needed, determine the appropriate bed surface, wound dressing, and related therapy for patients.

PATIENT INFORMATION:

Discharge Planning

A Care Coordinator will help patients plan for discharge. Discharge is based upon the patient's medical stability. We encourage families to explore options and work with the Care

Coordinators to formalize discharge plans early in the patient's hospitalization. This includes touring other facilities for placement. The Care Coordinator will assist in making referrals for home health, equipment, and alternative levels of care. The physician and care coordinator will keep the patient and family informed of all discharge activities including referral status, insurance issues and pending discharge dates.

At the time of discharge, many departments (dietary, rehabilitation, nursing, pharmacy, etc.) will conduct education for the patient and family who is returning home. It is important for the family to be present at scheduled education times.

Please make sure the patient does not leave any belongings in their room or in the Admitting safe. Inquiries regarding lost items should be directed to Facility Operations/Security at (773) 826-6445 (Chicago) or (630) 286-4550 (Hinsdale).

Patient Rooms

Upon admission to the hospital, the staff will familiarize the patient/family with the room, the nurse call system, bed control mechanism, telephone and other devices and services. Patients receive an admission kit with personal items such as a pitcher, cup, basin, mouthwash, and other toiletries. Patients may take these items home with them upon discharge.

Personal Items

Patients may bring a few personal items from home such as toiletries. If recommended by the rehab therapist, please have his or her regular clothes brought in to wear, especially for those patients who may be leaving their room during the day. Please limit personal items to a minimum. The hospital will not assume responsibility for lost, stolen or broken articles. Patients should send ALL jewelry, money, credit cards and

other valuables home with a family member. If this is not possible, the valuables will be locked in the safe in the Admitting Department. Please take special precautions with dentures, eyeglasses, hearing aids or other prosthetic devices.

Communication

At RML Specialty Hospital we believe communication is a vital part of health care. Patients and family members are encouraged to be active and involved in making health care decisions. We encourage questions regarding the patient's plan of care and treatment. Each patient and his or her family will be asked to identify a primary contact. This person will be the "point person" for the health care team. The chart below provides you with a list of our health care team and who can best answer your questions:

Do you have questions regarding patient care?

- You can ask ANY of your caregivers to put you in touch with the person who can best answer your question.
- You may call the nursing station to contact any caregiver, including your physician.

Hinsdale Extensions		Chicago Extensions			
B-1	4150	1-E	6450	3-N	6745
B-2	4250	2-N	6613	3-S	6740
C-1	4050			4-N	6870
D-1	4086			4-S	6883

Do you need to contact your physician?

- Non-urgent concerns: Please contact your Care Coordinator with the nature of your concern and they will arrange a phone call or meeting as needed.
- Urgent concerns: Ask your nurse to page the physician.

Contact the following staff members for questions relating to...

Nurse	Respiratory Therapist	Care Coordinator
Patient's condition	Results of ventilator weaning trials	Patient's progress
Lab or X-ray results	Respiratory status	Treatment plans
Daily care (eating, sleeping, vital signs, pain, etc.)		Scheduling physician meetings
Day-to-day medical questions (diet, physical therapy, medications, wound dressing changes, etc.)		Discharge plans (date, location, insurance benefits, community resources, etc.)

A business card for your Care Coordinator can be found in your patient handbook or on the purple card in each patient room.

Specialized Care:

Psychologist	Wound Care Clinician	Chaplain	Patient Ambassador
Ext. 6677 (Chgo)	Ext. 6673 (Chgo)	Ext. 6088 (Chgo)	Ext. 5140 (Chgo)
Ext. 4146 (Hins)	Ext. 4240 (Hins)	Ext. 4418 (Hins)	Ext. 6406 (Hins)
Ext. 4145 (Hins)			

RAPID RESPONSE is available if you are worried about a change in the patient's condition. Just ask the nurse.

Phone Service

Incoming calls: Family and friends may call the patient's room directly. The room's direct number may be obtained by calling (773) 826-6300 in Chicago and (630) 286-4000 in Hinsdale then pressing option "0" to reach the receptionist.

Outgoing calls: Outgoing calls within the local area are free of charge. Local calls include the area codes 224, 312, 331, 630, 708, 773, 779, 815, 847 and 872.

To place these calls, dial 7, listen for the dial tone and dial the number using the appropriate area code. For area codes not mentioned above, call 1(800) 225-5288 and for Spanish 1 (800) 222-7007 to reach an operator to place a collect call or to bill the call to another number. If using a calling card, follow the instructions on the card.

Special phone needs: Speech, hearing impaired devices, TDD, amplified handsets, interpreter services or other communication assistance devices are available. Please contact your assigned Care Coordinator with any special requests.

Cellular Telephones

We understand that cellular telephones are a preferred method of communication for many of our patients and visitors. Cellular telephone usage is allowed in all areas of the hospital.

However, due to the remote possibility that cellular telephones may create electromagnetic interference, we ask that you do not use a cellular telephone within three (3) feet of critical medical equipment, including ventilators and dialysis machines.

Patient Privacy

Pictures or videos of any patient and/or staff during patient care are not permitted at RML Specialty Hospital. RML ensures that the privacy of patients and employees is protected at all times under the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Failure to comply will result in being restricted from the facility. Thank you.

Television

Television sets with remote control pillow speakers are provided without charge. Most of the television sets have closed captioned service as an option. The nurse will show the patient how to operate the controls. The TV is turned off at 11:00 p.m. unless specifically requested by the patient or family. For a complete list of television stations, check the RML Channel Guide on Channel 1.1.

Internet Access

Internet access is available to patients and visitors who have a wireless capable device. Public internet access may be filtered with restrictions on content, downloads, and streaming services. Patients can request a laptop for personal use through their assigned Care Coordinator. Laptops will be issued to patients only and on a first come, first serve basis.

PATIENT/VISITOR SAFETY AND PROTECTION:

Patient Fall Prevention:

1. Use your call light for help.
2. Wear shoes or socks that have non-skid or non-slip bottoms when you are out of bed.
3. Call for help and wait for the nurse if you feel weak or dizzy when you need to get up.

4. In the bathroom, use the pull cord and wait for the clinical staff to assist. If using the commode, use the call light and wait for clinical staff to assist.
5. Tell the nurse about any spills on the floor, anything that blocks the walking area or broken furniture.
6. If you are connected to tubes, ask the nurse for help to get out of bed.
7. Ask the nurse to make sure the bedside table, call light and phone are close to you.
8. Do not lean on the bedside table, it will roll.
9. Family and friends may be asked to stay with you, or the hospital may have a sitter in the room with you, if this is needed for safety.

Some people become confused in the hospital, even if they were not confused at home. Confusion may be caused by:

- A change from the usual place
- A change in the people around them
- A change in routine
- The person's illness or medication

If you notice confusion or changes in the patient, please tell the nurse.

Bedrails

If the bedrails are up when you visit, please check with the nurse before putting them down. When you are ready to go, be sure to put the bedrails back up and let the nurse know that you are leaving.

Call Light and Personal Items

Please make sure the patient can reach the call light and personal items before you leave.

Infection Control and Hospital Acquired Infections

RML Specialty Hospital is committed to reducing healthcare acquired infections. We encourage patients and families to participate in the “Ask” campaign. Please ask us if we have washed our hands, if our equipment has been cleaned properly, and if the stethoscope we use has been cleaned between patients. We will not be offended by your questions related to infection control.

Hand hygiene (cleaning hands) is the most important infection control activity that we all can perform. We ask that all family members and visitors wash their hands with soap, water, and friction for at least 20 seconds or use the 70% alcohol-based hand cleanser available in each patient room and adhere to any other isolation precautions that may be warranted.

Another part of our Infection Control Program is wearing Personal Protective Equipment (PPE) gowns, gloves and/or masks to help prevent the spread of certain bacteria within the hospital. If you or your visitors have been asked to wear PPE during the visit, please help us by following a few simple guidelines:

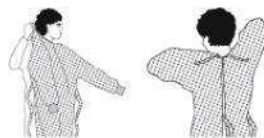
- Please use the alcohol hand gel or wash your hands with soap and water before putting on PPE.
- Please wear PPE correctly (see diagram).
- PPE should be worn while you are in the patient’s room.
- PPE should be removed and discarded prior to leaving the patient room. Please do not wear PPE in the hallway or common areas of the hospital.

Example of Safe Donning and Removal of Personal Protective Equipment (PPE)

DONNING PPE

GOWN

- Fully cover torso from neck to knees, arms to end of wrist, and wrap around the back
- Fasten in back at neck and waist



MASK OR RESPIRATOR

- Secure ties or elastic band at middle of head and neck
- Fit flexible band to nose bridge
- Fit snug to face and below chin
- Fit-check respirator



GLOVES

- Use non-sterile for isolation
- Select according to hand size
- Extend to cover wrist of isolation gown



PHARMACY

This information may be beneficial to those patients who are on an opioid medication. Your nurse is able to answer your questions.

RML Specialty Hospital: Opioid Information

What are “opioids”?

Opioids are narcotic medications used to treat moderate to severe pain. They work like natural substances found in the body to control pain. Opioids are either short or long acting. Short acting opioids last 3-6 hours and are taken for a short period of time to treat severe or sudden pain. Long acting opioids stay in your body longer and are taken for around the clock relief of chronic pain that lasts more than a few weeks.

How are opioids administered at RML?

Opioids are given at RML by one of the following ways:

- Intravenously (IV) – injected into a vein
- Transdermally – a patch placed on the skin
- Orally – liquid or pill taken by mouth

What opioids are available at RML Specialty Hospital?

<i>Generic Name</i>	<i>Brand Name</i>
Hydrocodone and acetaminophen	Norco
Morphine	MS Contin
Acetaminophen with codeine	Tylenol with Codeine
Oxycodone	Oxycontin
Oxycodone with acetaminophen	Percocet
Methadone	Dolophine, Methadone
Fentanyl	Duragesic
Hydromorphone	Dilaudid

What are common side effects of opioids?

- The most common side effect is constipation. If you experience constipation, your doctor may tell you to take a stool softener or laxative, add fiber to your diet and drink plenty of liquids.
- Opioids can also cause dizziness, drowsiness and confusion which may affect driving, work safety, and increase your risk of falls.
- Other side effects include but are not limited to nausea, vomiting, itching, sweating, dry mouth, and shortness of breath.
- Tell your doctor immediately about any side effects you feel.

What are signs and symptoms of an overdose?

- Fatigue (sleepiness)
- Dizziness or weakness
- Difficulty breathing, shallow breathing or breathing slower than normal
- Cold or clammy skin
- Severe muscle pain or weakness
- Confusion
- Seeing or hearing things that are not real
- Using a combination of opioids (oral and transdermal) may increase your risk of an overdose

What are other risks are associated with opioid therapy?

- Do not drink alcohol while taking opioid medications. Opioids and alcohol cause sleepiness, and can make you breathe more slowly, or make you stop breathing.
- Do not use an opioid medication if you are pregnant or breastfeeding unless your doctor says it is okay.
- Opioids may interact with other medications you are taking. Make sure you give your caregiver a list of all your medications including over the counter medicines, vitamins, and herbal products.
- Tell your doctor if you are using other medication that makes you sleepy or tired such as sleeping pills, cold and allergy medicine, and sedatives.
- Opioid medicines are dangerous for children. Keep all medications away from children. Store opioid medication in a locked cabinet to prevent others from using it.

Physical dependence, tolerance, abuse, and addiction to opioids

- Physical dependence means your body needs the medicine in order to work properly. If you are physically dependent, you will have withdrawal symptoms such as shaking, diarrhea, and a runny nose if the medicine is stopped. Tolerance means that your body gets used to the medicine. The opioid might not control your pain as well as it used to, or the pain may come back sooner. You may need more of the opioid medicine to give you the same amount of pain relief.
- Addiction means continuing to use an opioid even though it harms you and does not relieve pain. People who are addicted crave the medication and cannot control how much they use.
- Addiction and abuse are more likely to occur if you or someone in your family already has a drug or alcohol problem, or if you have used illegal drugs in the past.

RML SPECIALTY HOSPITAL PATIENT RIGHTS AND RESPONSIBILITIES:

Our patients have the right to . . .

1. Be informed of the rules and regulations of this hospital, including how to file a complaint.
2. Receive care that is impartial regardless of race, color, religion, sex, ethnic origin, age, disability, or source of payment.
3. Receive care that is considerate and respectful of personal, religious, and cultural values within the limits of the law.
4. Know the name and professional status of those providing care.
5. Receive care in a safe and secure environment that is respectful of personal privacy.
6. Have information regarding health status, plan of care and medical record kept confidential.
7. Have a family member informed of the hospitalization, if appropriate.
8. Receive relevant, current, and understandable information about diagnosis, treatment plan, outcomes, and prognosis. TDD telecommunication devices are available for the hearing impaired and interpreter services are available, as needed.
9. Participate in decision making about health care. If desired, the family may also participate.
10. Prepare Advance Directives for health care and have staff honor those requests, within the limits of the law.
11. Have a legally designated agent or appointed surrogate make health care decisions during times when patients

- are not able to make their own decisions or unable to express their wishes.
12. Exclude any or all family members from participating in their care.
 13. Have unrestricted access to communication within the constraints of this hospital and its policies.
 14. Have visits from faith leaders or advisors.
 15. Be free from all forms of harassment and abuse. Social service referrals are available if protective services are indicated.
 16. Be free from restraints that are not medically indicated.
 17. Have pain assessed and managed throughout the course of hospitalization.
 18. Receive a full explanation of invasive procedures.
 19. Refuse treatment.
 20. Be informed of the name of the physician and other practitioners who care for them and to know of any professional relationships these caregivers may have that suggest a conflict of interest relating to patient care.
 21. Be transferred to another facility if medically indicated services are not available here, upon acceptance by the receiving organization.
 22. Participate in research studies on a voluntary basis. Refusal to participate will not compromise care.
 23. Be informed of plans for discharge in advance.
 24. Discuss and make decisions regarding end-of-life choices, such as withholding resuscitative services, and forgoing or withdrawing life support.
 25. Expect care at end of life that is respectful of expressed personal, religious, or cultural values, within the extent of the law.

26. Participate in resolving medical care dilemmas, especially conflicts in care.
27. Access information in their medical record within a reasonable length of time.

OUR PATIENTS OR THEIR LEGALLY DESIGNATED AGENT OR APPOINTED SURROGATE HAVE THE RESPONSIBILITY . . .

1. To follow applicable hospital policies.
2. Treat physicians, staff, patients, visitors, and others with respect.
3. Provide complete and accurate information about medical condition, previous illnesses, allergies, hospitalizations, medications, and other matters relating to their health and medical history. To accurately report pain and relief from interventions.
4. Ask questions and express concerns if they are unclear about the medical management plan and treatment options.
5. Make reasonable efforts to comply with the plan of care and therapies.
6. Participate actively and in a timely manner with discharge planning and preparations.
7. Accept financial responsibility for care and services provided.

Interpreter Services

RML Specialty Hospital offers interpreter services for patients and families twenty-four hours a day, seven days per week, upon need or request.

Ethical Consultations and Committee

Patients and/or families who have concerns about their rights or ethical issues should discuss those concerns with their assigned Care Coordinator. If needed, a formal ethics consultation may be requested through the Ethics Committee.

The Ethics Committee at RML Specialty Hospital is an interdisciplinary team comprised of professional and non-healthcare professionals from RML and the community. The committee may be called upon by RML staff, patients, or families to help facilitate decision-making in complex medical situations. Patients or families may contact the Ethics Committee at (630) 286-4146.

RML SPECIALTY HOSPITAL SAFETY LINE

Dial (630) 286-4723

The RML Specialty Hospital Safety Line is a voice mail extension available for patients and families to report safety concerns. Calls are monitored daily during normal business hours, Monday-Friday.

*** ANY URGENT SAFETY CONCERNS SHOULD BE REPORTED TO THE NURSING SUPERVISOR OR THE ADMINISTRATOR ON CALL FOR IMMEDIATE RESOLUTION ***

VISITOR INFORMATION

Visitors are welcome and vital to a patient's recovery and healing. All visitors are required to check in and out at the reception desk. Each time you visit, the receptionist will issue a visitor tag indicating the patient's room number. The visitor tag is to be worn while in the facility, and to be returned to the reception desk upon your departure. The first time you

visit, you will be asked to provide photo identification (driver's license, state ID, etc.) to be scanned by the receptionist and entered into our visitor database.

Visiting hours

Each patient is allowed two visitors per day. Visiting hours are from 8:30 a.m. to 8:00 p.m. daily, but please confirm before visiting. We follow CDC guidelines which are adjusted frequently due to COVID. You may contact your Care Coordinator or the RML receptionist at 630-286-4000 for the latest information. We ask that visitors adhere to the visiting hours.

Children may visit after a responsible adult completes the "Children's Visitation Checklist" at the reception desk. Children must be under adult supervision at all times.

The receptionist will inform visitors if the patient they are visiting is in isolation. If the patient is in isolation, visitors must follow the isolation precautions posted on the door of the patient room. Precautions will include donning a gown and gloves at all times when in the patient room.

RML SPECIALTY HOSPITAL VISITOR RESPONSIBILITIES

Visitors have the responsibility to . . .

1. Follow the rules established by RML Specialty Hospital.
2. Check in and out with the receptionist daily and obtain a visitor tag.
3. Wear a visitor tag at all times while in the hospital.
4. Adhere to hand washing and contact isolation precautions.
5. Oversee children that accompany them to visit a patient.

Note: RML has zero tolerance for disruptive, inappropriate and/or intimidating behavior.

Visitor Dining

The cafeteria for each facility is located in the building's lower level. The cafeteria hours are posted outside of the cafeteria entrance and on the weekly menu. Vending machines are available at both facilities on the lower level.

SMOKING RESTRICTIONS

RML Specialty Hospital is dedicated to providing a safe and healthy environment for our patients, visitors and employees. There is one approved designated smoking area on each campus (Hinsdale and Chicago). Smoking is prohibited anywhere else on the hospital grounds, including hospital exits and entrance ways and all parking areas. RML patients are not allowed outside the hospital alone or accompanied by staff to smoke.

SPEAK UP – Help prevent errors in your care

Speak up if you have questions or concerns. If you don't understand, ask again. It's your body and you have a right to know. Your health is too important to worry about being embarrassed if you don't understand something that your physician, nurse or other health care professional tells you.

- Don't be afraid to ask about safety. If you are having surgery, for example, ask the physician to mark the area that is to be operated upon, so there is no confusion in the operating room.
- Don't be afraid to tell the nurse or the physician if you think you are about to receive the wrong medication.
- Don't hesitate to tell the health care professional if you think he or she has confused you with another patient.

Pay attention to the care you are receiving. Make sure you're getting the right treatments and medications by the right health care professionals. Don't assume anything.

- Tell your nurse or physician if something doesn't seem quite right.
- Expect health care workers to introduce themselves when they enter your room. Look for their identification badges.
- Notice whether your caregivers have washed their hands. Hand washing is the most important way to prevent the

spread of infections. Don't be afraid to gently remind a physician or nurse to do this.

- Know the time of day you normally receive a medication. If it doesn't happen, bring this to the attention of your nurse or physician.
- Make sure your nurse or physician confirms your identity, that is, checks your wristband or asks your name, before he or she administers any medication or treatment.

Educate yourself about your diagnosis, the medical tests you are undergoing and your treatment plan.

- Ask your physician about the specialized training and experience that qualifies him or her to treat your illness (and be sure to ask the same questions of those physicians to whom he or she refers you).
- Gather information about your condition. Good sources include your physician, your library, respected websites, and support groups.
- Write down important facts your physician tells you so that you can look up additional information later. And ask your physician if he or she has any written information you can keep.
- Thoroughly read all medical forms and make sure you understand them before you sign anything. If you don't understand, ask your physician or nurse to explain them.
- Make sure you are familiar with the operation of any equipment that is being used in your care. If you will be

using oxygen at home, do not smoke or allow anyone to smoke near you while oxygen is in use.

- Ask a trusted family member or friend to be your advocate. Your advocate can ask questions that you may not think of while you are under stress.
- Your advocate can also help remember answers to questions you have asked and speak up for you if you cannot.
- Make sure this person understands your preferences for care and your wishes concerning resuscitation and life support.
- Review consents for treatments with your advocate before you sign them and make sure you both understand exactly what you are agreeing to.
- Make sure your advocate understands the type of care you will need when you get home. Your advocate should know what to look for if your condition is getting worse and whom to call for help.

Know what medications you take and why you take them. Medication errors are the most common health care mistakes.

- Ask about the purpose of the medication and ask for written information about it, including its brand and generic names. Inquire about the side effects of the medication.
- If you do not recognize a medication, verify that it is for you. Ask about oral medications before swallowing and

read the contents of intravenous (IV) fluids. If you're not well enough to do this, ask your advocate to do this. If you are given an IV, ask the nurse how long it should take for the liquid to "run out." Tell the nurse if it doesn't seem to be dripping properly (too fast or too slow).

- Whenever you are going to receive a new medication, tell your physicians and nurses about allergies you have or negative reactions you have had to medications in the past.
- If you are taking multiple medications, ask your physician or pharmacist if it is safe to take those medications together. This holds true for vitamins, herbal supplements and over-the counter drugs too.
- Make sure you can read the handwriting on any prescriptions written by your physician. If you can't read it, the pharmacist may not be able to either.

Participate in all decisions about your treatment. You are the center of the health care team.

- You and your physician should agree on exactly what will be done during each step of your care.
- Know who will be taking care of you, how long the treatment will last and how you should feel.
- Understand that more tests or medications may not always be better. Ask your physician what a new test or medication is likely to achieve.
- Keep copies of your medical records from previous hospitalizations and share them with your health care

team. This will give them a more complete picture of your health history.

- Don't be afraid to seek a second opinion. If you are unsure about the nature of your illness and the best treatment, consult with one or two additional specialists. The more information you have about the options available to you, the more confident you will be in the decisions made.
- Ask to speak with others who have undergone the procedure you are considering. These individuals can help you prepare for the days and weeks ahead. They can also tell you what to expect and what worked best for them as they recovered.

Taken from "SPEAK UP – Help Prevent Errors in Your Care" from The Joint Commission.

PATIENT FINANCIAL SERVICES

Billing Statements

The Patient Financial Services Department handles the billing for all health service charges at RML Specialty Hospital. Our patient financial service representatives are available during regular business hours Monday through Friday to answer questions about billing, insurance coverage and any financial issues. The representatives can be contacted at (630) 286-4475 to answer questions. Physician fees are billed separately.

Handling Insurance

Patients will be asked to sign an "assignment of insurance benefits" form upon admission. Signing this form allows the hospital to bill patients' insurance companies on their behalf. As a service to our patients our Patient Financial Services

Department will bill all types of health insurance including Blue Cross, Commercial Insurance, Medicare, and Medicaid. Please remember that medical insurance is a contract between the patient and the insurance company; ultimately the patient is responsible for their hospital bills. The Patient Financial Services Department will assist in working with insurance carriers to obtain payment based on patient coverage. We can help evaluate eligibility for Medicaid and assist in completing the application for medical assistance from the Illinois Department of Public Aid. We can help arrange monthly payment options, for any unpaid portion of the patients hospital bill. Our service to our patients does not stop when they are discharged from the hospital. Please contact our Patient Financial Services Department for assistance with any questions or problems after receiving a bill or statement. The Patient Financial Services Department can be reached at (630) 286-4475.

As a not-for-profit healthcare provider, RML helps fulfill its charitable mission of serving the community by assisting patients based upon medical necessity who are experiencing financial difficulties. You may be eligible for financial assistance under the Terms and Conditions that the hospital offers to qualified patients. For more information, contact the Admitting at (630) 286-4516.

RML Specialty Hospital Financial Assistance Policy

It is the policy of RML Specialty Hospital (RML) to provide financial assistance to uninsured patients in need. Medically necessary care is provided free of charge to uninsured patients whose family income is less than 200% of the Federal Poverty Level (FPL) and is provided at a reduced amount for uninsured patients whose family income is between 200% and 600% of

the FPL. RML will not charge any uninsured patient for medically necessary care an amount greater than the Amount Generally Billed (AGB) to patients with insurance, which is the lesser of the amount Medicaid would have paid for that patient's hospital stay or 135% of the hospital's cost to provide the care. Patients are required to complete an application for financial assistance (available from our admitting department and located on our website), provide documentation supporting their income, assets, and residency, and cooperate with RML in demonstrating their inability to pay for the medically necessary care provided. Financial Assistance is available only to patients who do not have private health insurance or public health coverage such as Medicare, Medicaid, or other government programs. To apply for Financial Assistance, please contact our Admitting Department at 630-286-4516 or access the Application for Financial Assistance located on our website and submit the application along with any supporting documents to:

**RML Specialty Hospital
5601 S. County Line Rd.
Admitting Department
Hinsdale, IL 60521**

Financial assistance may be granted to patients on a presumptive eligibility basis if certain criteria are met or if the patient does not complete the Financial Assistance application. RML's Financial Assistance Policy (FAP) is available on our website or by contacting the Admitting Department at 630-286-4516.

Please note that if a patient is eligible for either free care or a discount from hospital charges, independent physicians rendering services may not be subject to RML's FAP.

**For Medicare Beneficiaries:
An Important Message from Medicare Rights
While a Medicare Hospital Patient**

Patients have the right to receive all the hospital care that is necessary for the proper diagnosis and treatment of their illness or injury. Federal Law requires that a patient's discharge date be determined solely by his or her medical needs, not by "DRG's" or Medicare payment. If you believe you are being discharged from the hospital too soon, you have the right to appeal your discharge through Medicare. Your appeal will be reviewed by Medicare's Quality Improvement Organization (QIO). The contact information for the QIO is listed below. Your Care Coordinator will assist you with this process.

KEPRO

5201 W. Kennedy Blvd., Suite 900

Tampa, FL 33609

Hotline: 1-855-408-8557

TTY: 1-855-834-4776

Details regarding your rights, the appeal process and your financial responsibility are provided in the "Important Message from Medicare" form that you receive on admission and prior to discharge. Should you elect to pursue the appeal process, additional information is available on the "Detailed Notice of Discharge" form that your Care Coordinator will provide to you.

Your Rights and Protections Against Surprise Medical Bills

When you get emergency care or are treated by an out-of-network provider at an in-network facility, including a hospital or ambulatory surgical center, you are protected from balance billing. In these cases, you shouldn't be charged more than your plan's copayments, coinsurance and/or deductible.

What is “balance billing” (sometimes called “surprise billing”)?

When you see a doctor or other health care provider, you may owe certain [out-of-pocket costs](#), like a [copayment](#), [coinsurance](#), or [deductible](#). You may have additional costs or have to pay the entire bill if you see a provider or visit a health care facility that isn't in your health plan's network.

“Out-of-network” means providers and facilities that haven't signed a contract with your health plan to provide services. Out-of-network providers may be allowed to bill you for the difference between what your plan pays and the full amount charged for a service. This is called “**balance billing**.” This amount is likely more than in-network costs for the same service and might not count toward your plan's deductible or annual out-of-pocket limit.

“Surprise billing” is an unexpected balance bill. This can happen when you can't control who is involved in your care—like when you have an emergency or when you schedule a visit at an in-network facility but are unexpectedly treated by an out-of-network provider. Surprise medical bills could cost thousands of dollars depending on the procedure or service.

You're protected from balance billing for:

Emergency services

If you have an emergency medical condition and get emergency services from an out-of-network provider or facility, the most they can bill you is your plan's in-network cost-sharing amount (such as copayments, coinsurance, and deductibles). You **can't** be balance billed for these emergency services. This includes services you may get after you're in stable condition, unless you give written consent and give up your protections not to be balanced billed for these post-stabilization services.

Please see the information regarding Illinois law below.

Certain services at an in-network facility, including a hospital or ambulatory surgical center

When you get services from an in-network facility, including a hospital or ambulatory surgical center, certain providers there may be out-of-network. In these cases, the most those providers can bill you is your plan's in-network cost-sharing amount. This applies to emergency medicine, anesthesia, pathology, radiology, laboratory, neonatology, assistant surgeon, hospitalist, or intensivist services. These providers **can't** balance bill you and may **not** ask you to give up your protections not to be balance billed.

If you get other types of services at these in-network facilities, out-of-network providers **can't** balance bill you, unless you give written consent and give up your protections.

You're never required to give up your protections from balance billing. You also aren't required to get out-of-network care. You can choose a provider or facility in your plan's network.

Please see below for information regarding Illinois law.

When balance billing isn't allowed, you also have these protections:

- You're only responsible for paying your share of the cost (like the copayments, coinsurance, and deductible that you would pay if the provider or facility was in-network). Your health plan will pay any additional costs to out-of-network providers and facilities directly.
- Generally, your health plan must:
 - Cover emergency services without requiring you to get approval for services in advance (also known as "prior authorization").
 - Cover emergency services by out-of-network providers.
 - Base what you owe the provider or facility (cost-sharing) on what it would pay an in-network provider or facility and show that amount in your explanation of benefits.
 - Count any amount you pay for emergency services or out-of-network services toward your in-network deductible and out-of-pocket limit.

Illinois Law: Illinois law generally contains balance billing protections similar to those under the No Surprises Act (as described in this Notice), for individuals with Illinois Department of Insurance-regulated plans (i.e., preferred provider organization (“PPO”) plans and health maintenance organization (“HMO”) plans). If receiving services in a hospital, note that you may receive separate bills for services provided by providers affiliated with the hospital, some of which may not be participating providers in the same insurance plans and networks as the hospital. As explained in this notice, you may have a greater financial responsibility for services provided by providers at the hospital who are not under contract with your insurance plan. If you are unsure whether you have one of these plans or if you have questions about coverage or benefit levels, call your insurance carrier.

If you think you’ve been wrongly billed, contact the HHS No Surprises Helpdesk at 1-800-985-3059, which is the entity responsible for enforcing the federal balance or surprise billing protection laws. Visit www.cms.gov/nosurprises/consumers for more information about your rights under federal law.

Illinois also has an independent dispute resolution process to resolve claims-related issues, including disputes between your provider or insurance plan pertaining to receipt of improper balance bills. If you are an Illinois Department of Insurance enrollee and you think you’ve been wrongly billed by your health insurer, you may submit an online complaint at <https://www2.illinois.gov/sites/Insurance/Consumers/Pages/File-a-complaint.aspx> or call (866) 445-5364. If you believe you received an improper balance bill from your health care provider, you may also file a complaint with the Illinois Attorney General’s Health Care Bureau at <https://www.illinoisattorneygeneral.gov/consumers/healthcare.html>

RML Specialty Hospital Employee Code of Ethics

Upon request, Care Coordinators will supply a copy of the Code of Ethical Behavior that governs all RML employees.

Patient complaints and policies of compliance Steps for resolving patient/family complaints or concerns

1. RML Specialty Hospital encourages patients or their representatives to raise concerns or issues regarding quality of care and services provided. It is our goal to address each concern in a timely and satisfactory manner.
2. When possible, bring concerns directly to staff. Staff members will attempt to meet the need or correct the problem as quickly as possible.
3. If staff members are not able to resolve the concern to the patient/family member's satisfaction, the patient or family member should speak with the Nurse Manager.
4. If complaints are not resolved or need to be addressed at a higher administrative level, please contact the Patient Ambassador, Manager/Patient Family Relations, or the Administrator on-call. These complaints will be reviewed and investigated.
5. Regardless of whether or not a patient or family member used the hospital's internal grievance process, they have the right to file a grievance with the Illinois Department of Public Health or The Joint Commission. To lodge a complaint, telephone, or mail concerns to:

Illinois Department of Public Health
Division of Healthcare Facilities and Programs
525 Jefferson Street
Springfield, IL 62761-0001
Phone (800) 252-4343
TTY (800) 547-0466 (for the hearing impaired) or

The Joint Commission:

- At www.jointcommission.org, use the “Report a Patient Safety Event” link in the “Action Center” on the home page of the website.
- By fax to 630-792-5636.
- By mail to The Office of Quality and Patient Safety (OQPS), The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, Illinois 60181.
- If you call the TJC Patient Safety Event phone line at 1-800-994-6610 you will receive automated instructions on how to file a report or concern.

Corporate Compliance Policies

The RML Specialty Hospital Corporate Compliance Plan provides a summary of basic policies adopted by RML Specialty Hospital to meet its commitment to comply with all appropriate laws and regulations. The Corporate Compliance Plan is a guide to maintain our commitment to ethical business conduct. It is a reference to help all RML Specialty Hospital employees make the right choices as questions arise and to stimulate awareness of compliance issues they might encounter at work. It is every employee’s obligation to adhere to the Corporate Compliance Plan and to immediately report

any suspected violation of the plan pursuant to the reporting provisions of the plan.

Patients, their families, and visitors are encouraged to ask questions and report compliance concerns. Questions and concerns regarding compliance issues may be addressed directly with the Compliance Officer at (630) 286-4458. In order to provide every alternative possible in which to raise concerns, RML Specialty Hospital has a Corporate Compliance Help Line at (630) 286-4128. The Compliance Officer operates the Help Line, and each call will be investigated and treated confidentially. The identity of such a person may be made known to the extent required by law. The Help Line is available 24 hours a day, seven days a week. Weekend Help Line calls will be addressed on Monday morning.

Section 504 Notice of Program Accessibility

The regulation implementing Section 504 required that an agency/ facility *"...adopt and implement procedures to ensure that interested persons, including persons with impaired vision or hearing, can obtain information as to the existence and location of services, activities, and facilities that are accessible to and usable by disabled persons."* (45 C.F.R. §84.22 (f))

RML Specialty Hospital and all of its programs and activities are accessible to and useable by disabled persons, including persons who are deaf, hard of hearing, or blind, or who have other sensory impairments. Access features include:

- Convenient off-street parking designation specifically for disabled persons.
- Curb cuts and ramps between parking areas and buildings.

- Level access into first floor level with elevator access to all other floors.
- Fully accessible offices, meeting rooms, bathrooms, public waiting areas, cafeteria, patient treatment areas, including examining rooms and patient wards.
- A full range of assistive and communication aids provided to persons who are deaf, hard of hearing, or blind, or with other sensory impairments. There is no additional charge for such aids.

Some of these aids include:

- Qualified sign language interpreters for persons who are deaf or hard of hearing.
- A twenty-four-hour (24) telecommunication device (TTY/TDD) which can connect the caller to all extensions within the facility and/or portable (TTY/TDD) units, for use by persons who are deaf, hard of hearing, or speech impaired.
- Able to produce readers and taped material for the blind and large print materials for the visually impaired.
- Flash cards, alphabet boards and other communication boards.
- Assistive devices for persons with impaired manual skills.

If you require any of the aids listed above, please contact your assigned Care Coordinator or Nurse Manager.

RML SPECIALTY HOSPITAL Notice of Privacy Practices

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

I. Who We Are

This Notice describes the privacy practices of RML Specialty Hospital, its patient care staff, support staff, and other personnel. It applies to services furnished to you at 5601 S. County Line Road, Hinsdale, Illinois 60521 and 3435 W. Van Buren Street, Chicago, Illinois 60624.

II. Our Privacy Obligations

We are required by law to maintain the privacy and security of your health information (“Protected Health Information” or “PHI”) and to provide you with this Notice of our legal duties and privacy practices with respect to your Protected Health Information. When we use or disclose your Protected Health Information, we are required to abide by the terms of this Notice (or other notice in effect at the time of the use or disclosure). We are required to promptly notify you if a breach occurs that may have compromised the privacy or security of your information

III. Permissible Uses and Disclosures Without Your Written Authorization

In certain situations, which we will describe in Section IV below, we must obtain your written authorization in order to use and/or disclose your PHI. However, we do not need any

type of authorization from you for the following uses and disclosures:

A. Uses and Disclosures for Treatment, Payment and Health Care Operations. We may use and disclose PHI, but not your “Highly Confidential Information” (defined in Section IV.C below), in order to treat you, obtain payment for services provided to you and conduct our “health care operations” as detailed below:

- Treatment. We use and disclose your PHI to provide treatment and other services to you—for example, to diagnose and treat your injury or illness. We may also disclose PHI to other providers involved in your treatment.
- Payment. We may use and disclose your PHI to obtain payment for services that we provide to you—for example, disclosures to claim and obtain payment from your health insurer, HMO, or other company that arranges or pays the cost of some or all of your health care (“Your Payer”) to verify that Your Payer will pay for health care.
- Health Care Operations. We may use and disclose your PHI for our health care operations, which include internal administration and planning and various activities that improve the quality and cost effectiveness of the care that we deliver to you. For example, we may use PHI to evaluate the quality and competence of our physicians, nurses, and other health care workers. We may disclose PHI to an Administrative Representative in order to resolve any complaints you may have and ensure that you have a comfortable visit with us.

We may also disclose PHI to your other health care providers when such PHI is required for them to treat you, receive payment for services to you, or conduct certain health care operations, such as quality assessment and improvement activities, reviewing the quality and competence of health care professionals, or for health care fraud and abuse detection or compliance.

B. Use or Disclosure for Directory of Individuals in RML Specialty Hospital. We may include your name, location in RML Specialty Hospital, general health condition, date of admission, admitting service, physician, isolation status, case manager, and religious affiliation in a patient directory without obtaining your authorization unless you object to inclusion in the directory. Information in the directory may be disclosed to anyone who asks for you by name or members of the clergy; provided, however, that religious affiliation will only be disclosed to members of the clergy and isolation status will only be disclosed to visitors who need to be made aware of precautions to protect you and themselves from infection. You may request restrictions on our use and disclosure of the information listed above in our patient directory. While we are not required to agree to a requested restriction, we will do our best to accommodate any reasonable request

C. Disclosure to Relatives, Close Friends and Other Caregivers. We may use or disclose your PHI to a family member, other relative, a close personal friend or any other person identified by you when you are present for, or otherwise available prior to, the disclosure, if we (1) obtain your agreement; (2) provide you with the opportunity to object to the disclosure and you do not

object; or (3) reasonably infer that you do not object to the disclosure.

If you are not present, or the opportunity to agree or object to a use or disclosure cannot practicably be provided because of your incapacity or an emergency circumstance, we may exercise our professional judgment to determine whether a disclosure is in your best interests. If we disclose information to a family member, other relative or a close friend, we would disclose only information that we believe is directly relevant to the person's involvement with your health care or payment related to your health care. We may also disclose your PHI in order to notify (or assist in notifying) such persons of your location, general condition or death.

D. Fundraising Communications. We may contact you to request a tax-deductible contribution to support important activities of RML Specialty Hospital. In connection with any fundraising, we may disclose to our fundraising staff demographic information about you (e.g., your name, address, and phone number) and dates on which we provided health care to you, without your written authorization. If you wish to make a tax-deductible contribution now or do not want to receive any fundraising requests in the future, you may contact our Fund Development Office at (630) 286-4400.

E. Public Health Activities. We may disclose your PHI for the following public health activities: (1) to report health information to public health authorities for the purpose of preventing or controlling disease, injury or disability; (2) to report child abuse and neglect to public health authorities or other government authorities authorized by law to receive such reports; (3) to report information about

products and services under the jurisdiction of the U.S. Food and Drug Administration; (4) to alert a person who may have been exposed to a communicable disease or may otherwise be at risk of contracting or spreading a disease or condition; and (5) to report information to your employer as required under laws addressing work-related illnesses and injuries or workplace medical surveillance.

- F. Victims of Abuse, Neglect or Domestic Violence. If we reasonably believe you are a victim of abuse, neglect, or domestic violence, we may disclose your PHI to a governmental authority, including a social service or protective services agency, authorized by law to receive reports of such abuse, neglect, or domestic violence.
- G. Health Oversight Activities. We may disclose your PHI to a health oversight agency that oversees the health care system and is charged with responsibility for ensuring compliance with the rules of government health programs such as Medicare or Medicaid.
- H. Judicial and Administrative Proceedings. We may disclose your PHI in the course of a judicial or administrative proceeding in response to a legal order or other lawful process.
- I. Law Enforcement Officials. We may disclose your PHI to the police or other law enforcement officials as required or permitted by law or in compliance with a court order or a grand jury or administrative subpoena.
- J. Decedents. We may disclose your PHI to a coroner or medical examiner as authorized by law.

- K. Organ and Tissue Procurement. We may disclose your PHI to organizations that facilitate organ, eye or tissue procurement, banking, or transplantation.
- L. Research. We may use or disclose your PHI without your consent or authorization if our Institutional Review Board approves a waiver of authorization for disclosure.
- M. Health or Safety. We may use or disclose your PHI to prevent or lessen a serious and imminent threat to a person's or the public's health or safety.
- N. Disaster Relief Situations. You have both the right and the choice to tell us to share information in a disaster relief situation. If you are not able to tell us your preference, we may go ahead and share your information if we believe it is in your best interest.
- O. Specialized Government Functions. We may use and disclose your PHI to units of the government with special functions, such as the U.S. military or the U.S. Department of State under certain circumstances.
- P. Workers' Compensation. We may disclose your PHI as authorized by and to the extent necessary to comply with State law relating to workers' compensation or other similar programs.
- Q. As required by law. We may use and disclose your PHI when required to do so by any other law not already referred to in the preceding categories.

IV. Uses and Disclosures Requiring Your Written Authorization

A. Use or Disclosure with Your Authorization. For any purpose other than the ones described above in Section III, we only may use or disclose your PHI when you grant us your written authorization on our authorization form (“Your Authorization”). For instance, you will need to execute an authorization form before we can send your PHI to your life insurance company or to the attorney representing the other party in litigation in which you are involved.

B. Marketing. We must also obtain your written authorization (“Your Marketing Authorization”) prior to using your PHI to send you any marketing materials. (We can, however, provide you with marketing materials in a face-to-face encounter without obtaining Your Marketing Authorization. We are also permitted to give you a promotional gift of nominal value, if we so choose, without obtaining Your Marketing Authorization.) In addition, we may communicate with you about products or services relating to your treatment, case management or care coordination, or alternative treatments, therapies, providers, or care settings without Your Marketing Authorization.

C. Uses and Disclosures of Your Highly Confidential Information. In addition, federal and state law requires special privacy protections for certain highly confidential information about you (“Highly Confidential Information”), including the subset of your PHI that: (1) is maintained in psychotherapy notes; (2) is about mental health and developmental disabilities services; (3) is about alcohol and drug abuse

prevention, treatment, and referral; (4) is about HIV/AIDS testing, diagnosis or treatment; (5) is about venereal disease(s); (6) is about genetic testing; (7) is about child abuse and neglect; (8) is about domestic abuse of an adult with a disability; or (9) is about sexual assault. In order for us to disclose your Highly Confidential Information for a purpose other than those permitted by law, we must obtain your written authorization.

V. Your Rights Regarding Your Protected Health Information

A. For Further Information; Complaints. If you desire further information about your privacy rights, are concerned that we have violated your privacy rights or disagree with a decision that we made about access to your PHI, you may contact RML's Privacy Officer (630-286-4458) or Hospital Administration. You may also file written complaints with the Director, Office for Civil Rights of the U.S. Department of Health and Human Services. Upon request, the Privacy Officer or Hospital Administration will provide you with the correct address for the Director. We will not retaliate against you if you file a complaint with us or the Director.

B. Right to Request Additional Restrictions. You may request restrictions on our use and disclosure of your PHI (1) for treatment, payment, and health care operations, (2) to individuals (such as a family member, other relative, close personal friend or any other person identified by you) involved with your care or with payment related to your care, or (3) to notify or assist in the notification of such individuals regarding your location and general condition. If you pay for a service or health care item out-of-pocket in full,

you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will agree with this request unless a law requires us to share that information. If you wish to make requests of this nature or any additional restrictions, you can either submit a request form to our Admitting Office (630-286-4516) or your Care Coordinator or contact RML's Privacy Officer (630-286-4458). We will send you a written response. While we will consider all requests for restrictions carefully, we are not required to agree to a requested restriction, especially if we believe it would affect your care.

C. Right to Receive Confidential Communications. You may request, and we will accommodate, any reasonable written request for you to receive your PHI by alternative means of communication or at alternative locations.

D. Right to Revoke Your Authorization. You may revoke Your Authorization, Your Marketing Authorization or any written authorization obtained in connection with your Highly Confidential Information, except to the extent that we have taken action in reliance upon it, by delivering a written revocation statement to the Admitting Office identified below. A form of Written Revocation is available upon request from the Admitting Office.

E. Right to Inspect and Copy Your Health Information. You may request access to your medical record file and billing records maintained by us in order to inspect and request copies of the records. Under limited circumstances, we may deny you access to a portion of your records. If you desire access to your records, please obtain a record request form

from the Health Information Management Department (630-286-4117) and submit the completed form to the Health Information Management Department. If you request copies, we will charge you fees based on the Illinois Comptroller's annual rate and any shipping costs if you wish the record to be mailed to you. [ILPA92-0228]

F. Right to Amend Your Records. You have the right to request that we amend Protected Health Information maintained in your medical record file or billing records. If you desire to amend your records, please obtain an amendment request form from the Health Information Management Department (630-286-4117), and submit the completed form to the Health Information Management Department. We will comply with your request unless we believe that the information that would be amended is accurate and complete or other special circumstances apply.

G. Right to Receive an Accounting of Disclosures. Upon request, you may obtain an accounting of certain disclosures of your PHI made by us during any period of time prior to the date of your request provided such period does not exceed six years. We will ordinarily provide an Accounting of Disclosure at no charge. We reserve the right to charge a reasonable, cost-based fee for Accountings that require an extraordinary level of effort.

H. Right to Receive Paper Copy of this Notice. Upon request, you may obtain a paper copy of this Notice, even if you have agreed to receive such notice electronically.

I. Right to Choose Someone to Act for You. If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and

make choices about your health information. We will make sure the person has this authority and can act for you before we take any action.

VI. Effective Date and Duration of This Notice

- A. Effective Date. This Notice is effective on August 1, 2018.
- B. Right to Change Terms of this Notice. We may change the terms of this Notice at any time. If we change this Notice, we may make the new notice terms effective for all Protected Health Information that we maintain, including any information created or received prior to issuing the new notice. If we change this Notice, we will post the new notice in the admitting area at RML Specialty Hospital and on our Internet site at www.rmlspecialtyhospital.org. You also may obtain any new notice by contacting the Admitting Office (630-286-4516).

VII. Privacy Office

You may contact the Privacy Office at:

Privacy Officer
RML Specialty Hospital
5601 S. County Line Road
Hinsdale, Illinois 60521
Telephone Number: (630) 286-4458

[E-mail: kpawola@rmlspecialtyhospital.org](mailto:kpawola@rmlspecialtyhospital.org)

For more information see:

[www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noti
cepp.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noti
cepp.html)

7/2018



**5601 S. County Line Road
Hinsdale, Illinois 60521
(630) 286-4000**

**3435 W. Van Buren Street
Chicago, Illinois 60624
(773) 826-6300**