



Patient Handbook & Clinic Directory



broadlawns
MEDICAL CENTER



This patient guide is designed to assist you and your loved ones during your visit or stay. We hope you will take time to become familiar with the information in this guide. If you have questions, please talk to any of your caregivers. For the most current information, please visit our website at www.broadlawn.org.

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WELCOME

Thank you for choosing Broadlawns Medical Center for your healthcare needs.

Our dedicated staff of over 1,200 employees and 100 physicians work together to provide high-quality healthcare that is coordinated, compassionate and cost-effective.

Our campus includes an acute care hospital, emergency services, inpatient and outpatient services, lab and radiology services, mental health services, specialty clinics, dentistry, and a 24-hour crisis team.

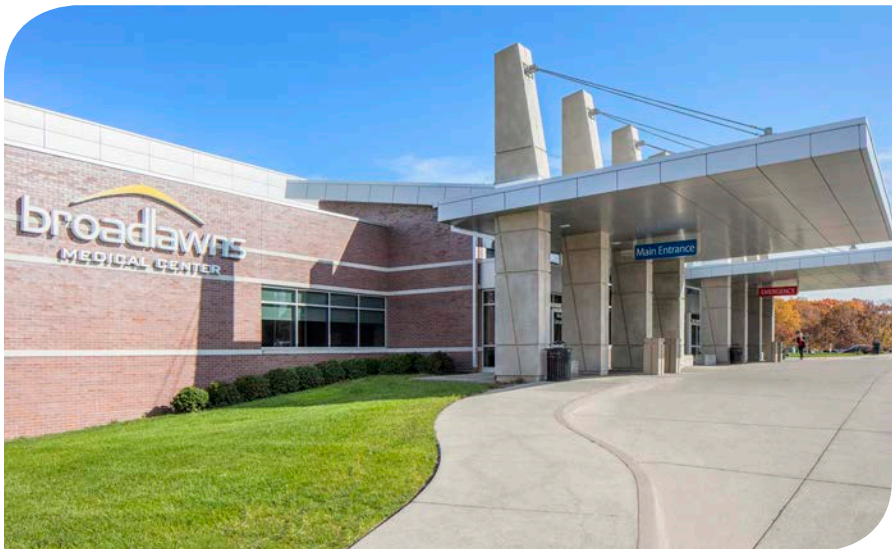
It is a privilege to attend to the healthcare needs of our community. Our top priority is ensuring that high-quality healthcare is accessible and affordable to our patients. If you need any assistance or have any questions or concerns, please ask a Broadlawns staff member. We are here to serve you.

Mission

Broadlawns Medical Center strives to build a healthy community through the delivery of accessible, cost-effective and high quality patient care.

Vision

Broadlawns Medical Center will be the best public hospital in the United States.



ACCREDITATION

Broadlawns Medical Center is proud to be accredited by The Joint Commission. The mission of The Joint Commission is to continuously improve healthcare for the public, in collaboration with other stakeholders, by evaluating healthcare organizations and inspiring them to excel in providing safe and effective care of the highest quality and value.

Broadlawns Medical Center is licensed by the State of Iowa as an acute care hospital.

Broadlawns has attained a Level 3 certification from the National Committee for Quality Assurance (NCQA) -- the highest achievable status possible for a Medical Home Care Delivery Model.

PATIENT RIGHTS & RESPONSIBILITIES

Patient Rights

As a patient, parent, surrogate decision maker, or legally responsible representative of a patient at Broadlawns Medical Center or Clinics, you have the following rights.

You Have The Right To:

Notice of Rights

- Receive in writing your Patient Rights and Responsibilities. This written information will be provided to you at your first registration for services at Broadlawns Medical Center or Clinics, and at every admission thereafter. This information is also posted in various areas throughout the Medical Center and Clinics.

Your Care

- Participate in the development and implementation of your plan of care and treatment.
- Request or refuse treatment in accordance with law and regulation. If you refuse recommended care or treatment, you are responsible for the results of that decision.
- Make informed decisions regarding your care and be informed of your health status. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate.

- Complete and current information about your health status, diagnosis, care and treatment in a manner that you can understand, including an explanation of any proposed procedure, drug or treatment.
- Receive effective communication. This includes receiving information in your primary language (interpretation/translation), as necessary, or the provision of services or devices to communicate with hearing impaired patients.
- Ask for and receive special arrangements for physical disability or communication needs.
- Be informed about the outcomes of care, including unanticipated outcomes.
- Have a family member or representative of your choice and your own provider notified as soon as reasonably possible of your admission to the hospital unless you request that this not be done.
- Be informed of visitation rules of the hospital unit they are on, which will include any clinical restrictions. The patient may or may not give consent to receive the visitors, phone calls and mail they designate. This includes, but is not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend. Each patient has the right to withdraw such consent at any time. Broadlawns Medical Center will not deny the patient visitation on the basis of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.
- Be transferred to another healthcare facility at your request if medically and legally possible, and to receive an explanation of your need for care and treatment at an alternative facility and be fully informed of the transfer process.
- Know if care involves research or experimental methods of treatment and the right to consent or refuse to participate.
- Be involved in the discharge planning process.
- Appropriate management of pain, treatment of uncontrollable symptoms and support for your emotional and spiritual needs even if you are dying or have a terminal illness.
- Request a review by the medical center's Biomedical Ethics Committee regarding ethical issues involving your care.
- Practice religious worship or cultural practices of your choice to the extent possible, and to access pastoral counseling if desired.
- Access protective and advocacy services, as needed.
- Contact legal representation or counsel.
- Seek discharge from Broadlawns Medical Center.

- Receive necessary care and treatment, to stabilize your condition, regardless of your ability to pay.

Your Caregiver

- Know the name of the provider or other practitioners and staff providing care, treatment and services to you.
- Ask for assistance in obtaining consultation with another provider regarding care. The consultation may result in additional costs to you.

Privacy and Confidentiality

- Have information about your care kept confidential and not be released without your signed consent, unless required or allowed by law.
- Personal privacy during toileting, bathing, and dressing, and during medical/nursing treatments unless contraindicated by assessed clinical needs.
- Consent to video, photographs, or other electronic monitoring or recording methods while being examined.
- Privacy regarding information such as your presence and location in the medical center, or the release of information such as your name, age, address, income, or health information without your prior consent. If you are admitted due to emergency circumstances the hospital will provide information to patient families or significant others if you are unable to make your wishes known.

Clinical Records

- Access information in your clinical record within a reasonable time frame.

Safety

- Receive care in a safe and secure setting. Education about your role in helping to facilitate the safe delivery of care.
- Be free from all forms of abuse or harassment including physical, sexual, or mental abuse and corporal punishment including the use of intimidation, force or threat.
- Be free from neglect.
- Be free from exploitation.
- Be free from restraint or seclusion of any form unless used to ensure your immediate physical safety or the safety of a staff member or other people. When unavoidable, to safe implementation of restraint or seclusion by trained staff and to have restraint and seclusion discontinued at the earliest possible time.

- Be free from any procedure(s) that deny basic needs such as nutritious food, water, shelter, and essential and safe clothing, and any fear-eliciting procedure(s).

Charges For Your Care

- Know the charges of care, how charges will be billed and the methods of payment.
- Examine the bill and receive an explanation of charges when requested.
- Know that Broadlawns Medical Center has contracts with outside parties, including physicians, that may incur a separate charge and bill from the hospital/clinic.

Advance Directives

- Formulate an advance directive and to have medical staff and practitioners comply with these directives. Advance directives state your choices for healthcare treatment if you are injured or become very ill and cannot communicate or make decisions.

Non-Discrimination

- Receive care that is free from discrimination, regardless of your age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.

Complaints and Grievances

- Ask questions and voice suggestions and concerns related to the quality of care and services received or premature discharge.
- Voice concerns and to expect a prompt response and attempt at resolution. Any expression of a concern will in no way compromise your care or future access to our services.

Behavioral Health Inpatient

In addition to the above rights, patients admitted to the Behavioral Health Inpatient Unit have the right to:

- Be free from unnecessary or excessive medication or treatment intervention.
- Unimpeded, private and uncensored communication with others by mail and telephone and with a person of the patient's choice unless therapeutic or security concerns dictate otherwise and is documented in the plan of care.

- Request in writing early discharge from the Inpatient Psychiatric Unit. If you are a voluntary patient, you will be discharged within 24 hours of your written request, unless Broadlawns Medical Center seeks a court order to keep you here for further treatment or assessment. In this case, you will receive notice from the court of a hearing date and may attend the hearing.

Patient Responsibilities

As a patient, parent, or legally responsible representative of a patient at Broadlawns Medical Center or Clinics, it is your responsibility to.

- Follow the hospital's or clinic's rules and regulations affecting patient care and conduct.
- Provide, to the best of your knowledge, a complete and accurate medical history and health status when requested.
- Inform your provider or nurse if you do not understand your treatment plan or what you are expected to do, and ask questions regarding your condition, care and treatment.
- Follow your provider's recommended treatment plan for you.
- Inform your provider or nurse if there is an unexpected change in your condition, or you perceive a risk, or if problems arise in treatment.
- Support mutual consideration and respect by maintaining civil language and conduct in interactions with staff and licensed independent practitioners.
- Acquire education about your role in helping to facilitate the safe delivery of care.
- Fulfill your financial obligation as soon as possible following your visit or discharge.



Reporting Concerns

If you are concerned about the service you have received, we ask that you:

- Discuss your concerns with the person involved, including what you consider to be an acceptable solution.
- If you are not satisfied with the outcome of your discussion or prefer not to talk to this person, please ask to speak to a supervisor.
- If you remain dissatisfied, please contact the Patient Advocate. The Patient Advocate can be reached by calling (515) 282-2323.

A grievance can be filed directly with the Broadlawns Medical Center Patient Advocate. The Patient Advocate will investigate your concern, take corrective action if possible, and communicate the results of the investigation to you. A grievance will be responded to in writing within seven (7) days with a resolution. If it is not possible to resolve the issue within this time frame, you will receive a written acknowledgment of your concern and a written follow-up within (60) sixty business days. Any expression of a concern will in no way compromise your care or future access to our services.

Every effort will be made to address and resolve your reported concerns. If we are unsuccessful in resolving your concern, please feel free to contact the agencies listed below. You can contact these agencies at any time, even if your concern has already been reported to us.

The Joint Commission on Accreditation of Healthcare Organizations

- www.jointcommission.org, use the “Report a Patient Safety Event” link in the “Action Center” on the homepage
- 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, IL 60181

Disability Rights Iowa

- (515) 278-2502
- 400 E. Court Ave, Ste 300
Des Moines, IA 50309

State of Iowa Office of Citizens’ Aide / Office of Ombudsman

- 1-888-426-6283
- Ola Babcock Miller Building
1112 E. Grand Ave
Des Moines, IA 50319

Iowa Department of Inspections & Appeals

- Lucas State Office Building
321 E. 12th St
Des Moines, IA 50319
- 877-686-0027
- webmaster@dia.iowa.gov

PATIENT PRIVACY/HIPAA

Your Information. Your Rights. Our Responsibilities.

This notice of privacy practices/HIPAA describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

Your Rights

When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you.

Receive an electronic or paper copy of your medical record.

- You can ask to see or receive an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this.
- We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

Ask us to correct your medical record.

- You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.
- We may say “no” to your request, but we’ll tell you why in writing within 60 days.

Request confidential communications.

- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- We will say “yes” to all reasonable requests.

Ask us to limit what we use or share.

- You can ask us not to use or share certain health information for treatment, payment, or our operations. We are not required to agree to your request, and we may say “no” if it would affect your care.
- If you pay for a service or healthcare 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 say “yes” unless a law requires us to share that information.

Request a list of those with whom we’ve shared information.

- You can ask for a list (accounting) of the times we’ve shared your health information for six years prior to the date you ask, who we shared it with, and why.

- We will include all of the disclosures except for those about treatment, payment, and healthcare operations, and certain other disclosures (such as any you asked us to make). We'll provide one accounting per year for free but will charge a reasonable, cost-based fee if you ask for another list within 12 months.

Receive a copy of this privacy notice.

- You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

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.
- File a complaint if you feel your rights are violated.
- You can complain if you feel we have violated your rights by contacting us.
- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting www.hhs.gov/ocr/privacy/hipaa/complaints/.
- We will not retaliate against you for filing a complaint.

Your Choices

For certain health information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others involved in your care
- Share information in a disaster relief situation
- Include your information in a hospital directory

If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to your health or safety.

In these cases we never share your information unless you give us written permission:

- Marketing purposes
- Sale of your information
- Most sharing of psychotherapy notes

In the case of fundraising:

- We may contact you for fundraising efforts, but you can tell us not to contact you again.

Our Uses and Disclosures

How do we typically use or share your health information? We typically use or share your health information in the following ways.

Treat You

- We can use your health information and share it with other professionals who are treating you.
- Example: A doctor treating you for an injury asks another doctor about your overall health condition.

Run Our Organization

- We can use and share your health information to run our practice, improve your care, and contact you when necessary.
- Example: We use health information about you to manage your treatment and services.

Bill for Your Services

- We can use and share your health information to bill and receive payment from health plans or other entities.
- Example: We provide information about you to your health insurer plan so they will pay for your services.

How else can we use or share your health information? We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information: www.hhs.gov/hipaa/for-individuals/guidance-materials-for-consumers/index.html.

Help with Public Health and Safety Issues

We can share health information about you for certain situations such as:

- Preventing disease
- Helping with product recalls
- Reporting adverse reactions to medications

- Reporting suspected abuse, neglect, or domestic violence
- Preventing or reducing a serious threat to anyone's health or safety

Do Research

- We can use or share your information for health research.

Comply with the Law

- We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.

Respond to Organ and Tissue Donation Requests

- We can share health information about you with organ procurement organizations.

Work with a Medical Examiner or Funeral Director

- We can share health information with a coroner, medical examiner, or funeral director when an individual dies.

Address Workers' Compensation, Law Enforcement, and other Government Requests

- For workers' compensation claims
- For law enforcement purposes or with a law enforcement official
- With health oversight agencies for activities authorized by law
- For special government functions such as military, national security, and presidential protective services

Respond to Lawsuits and Legal Actions

- We can share health information about you in response to a court or administrative order, or in response to a subpoena.

Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information see: www.hhs.gov/hipaa/for-individuals/notice-privacy-practices/index.html.

Changes to the Terms of this Notice

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, on our website, and we will mail a copy to you.

Privacy Officer

If you have any questions or need additional information about this notice, please contact our Privacy Officer:

Privacy Officer
Broadlawns Medical Center
1801 Hickman Road
Des Moines, IA 50314
(515) 282-2200

PATIENT SATISFACTION

Press Ganey

We want all patients to have a positive experience while at Broadlawns Medical Center. You may receive a Press Ganey Patient Satisfaction Survey in the mail. We request that you fill out this survey and provide comments regarding your care. Your feedback is greatly appreciated and will be used to help improve our patient satisfaction.

Recognition Opportunities

Several recognition programs are available to honor staff for providing outstanding care and service. If you would like to recognize a Broadlawns staff member, please ask a member of your healthcare team for a “Caught You Doing Something Great Gram” or a DAISY Award nomination form, or you can find both of these forms online at: www.broadlawns.org/recognize-an-employee.



YOUR HEALTHCARE SAFETY

Prevention of Infections

Infection Prevention is the use of practices performed to prevent the spread of infection among patients, healthcare workers, and visitors. Preventing infections is essential to helping patients recover and remain healthy. Healthcare acquired infections can often be prevented through good hand hygiene:

- Clean your hands and remind others to clean theirs. Staff will welcome your reminder to clean their hands and/or wear gloves.
- Wash your hands after using the bathroom, before and after eating, and after sneezing or coughing.
- If hands are visibly dirty, wash hands well with soap and water for 15-20 seconds.
- Ask your visitors to wash or sanitize their hands.
- For the safety of patients, visitors and staff, you will be required to wear a face mask while on the premises.

Fall Prevention

We are committed to your safety. If you are admitted to an inpatient unit, you will be asked about your history of falls and assessed for your risk of falling. To help prevent falls, we ask that you follow these guidelines:

- Know when to ask for help to avoid falling and hurting yourself.
- Wear shoes or non-skid slippers/socks every time you get out of bed.
- If you feel dizzy, weak, or lightheaded, do not get up by yourself – call for help.
- Ask for help to go to the bathroom. Make sure the path to the bathroom is clear.
- Use the handrails in the bathroom and hallway.
- If you wear glasses or hearing aids, please use them.
- Keep important items within reach. This includes your call light, bedside table, and phone.
- Always keep your bed locked and in the lowest position.

Rapid Response Team

Our Rapid Response Team (RRT) is a group of critical care staff who will quickly come to the patient when called. The RRT will assess the patient and determine if they need emergent medical intervention.

If you feel your condition is rapidly deteriorating or you begin to experience new and/or severe symptoms, please let your nurse know immediately. Staff, patients, or family members can call the RRT (by dialing “350” and asking for a RRT when they are concerned about a patient’s condition.

Medicine Safety

It is important to talk to your doctor about your medicine. Please bring a detailed list of all medicines that you are currently taking, including:

- All prescription medicines
- Over-the-counter medications
- For your safety, please make sure your doctor/nurse are aware of alcohol consumption and recreational drug use.

Tell your healthcare team if you have had any bad reactions to foods, medicine, or latex products.



SPEAK UP About Your Care

Speak up...

- If you don't understand something or if something doesn't seem right.
- If you speak or read another language and would like an interpreter or translated materials.
- If you need medical forms explained.
- If you think you're being confused with another patient.
- If you don't recognize a medicine or think you're about to get the wrong medicine.
- If you are not getting your medicine or treatment when you should.
- About your allergies and reactions you've had to medicines.

Pay attention...

- Check identification (ID) badges worn by doctors, nurses and other staff.
- Check the ID badge of anyone who asks to take your newborn baby.
- Don't be afraid to remind doctors and nurses to wash their hands.

Educate yourself...

- So you can make well-informed decisions about your care.
- Ask doctors and nurses about their training and experience treating your condition.
- Ask for written information about your condition.
- Find out how long treatment should last, and how you should feel during treatment.
- Ask for instruction on how to use your medical equipment.

Advocates (family members and friends) can help...

- Give advice and support — but they should respect your decisions about the care you want.
- Ask questions, and write down important information and instructions for you.
- Make sure you get the correct medicines and treatments.
- Go over the consent form, so you all understand it.
- Get instructions for follow-up care, and find out who to call if your condition gets worse.

Know about your new medicine...

- Find out how it will help.
- Ask for information about it, including brand and generic names.
- Ask about side effects.
- Find out if it is safe to take with your other medicines and vitamins.
- Ask for a printed prescription if you can't read the handwriting.
- Read the label on the bag of intravenous (IV) fluid so you know what's in it and that it is for you.
- Ask how long it will take the IV to run out.

Use a quality health care organization that...

- Has experience taking care of people with your condition.
- Your doctor believes has the best care for your condition.
- Is accredited, meaning it meets certain quality standards.
- Has a culture that values safety and quality, and works every day to improve care.

Participate in all decisions about your care...

- Discuss each step of your care with your doctor.
- Don't be afraid to get a second or third opinion.
- Share your up-to-date list of medicines and vitamins with doctors and nurses.
- Share copies of your medical records with your healthcare team.



YOUR SAFETY AND SECURITY

Public Safety

Broadlawns Public Safety is committed to the safety of our patients, visitors, and staff. Public safety is available 24 hours a day, 7 days a week. Public Safety is available to walk you to your car and may be able to assist if your car will not start. To contact Public Safety, please call (515) 282-4736 .

Safety Hotline

A Safety Hotline is available for any safety issues that need to be reported on an immediate and/or confidential basis. Please call (515) 282-8679.

Valuables and Personal Items

Patients are asked not to bring items of value to the hospital. Valuables that cannot be sent home with family/ friends should be placed in the medical center's safe. All valuables will be inventoried by Public Safety, placed in a valuables envelope and co-signed by the nursing staff and patient when possible. You will be given a written receipt for all items, which must be presented to withdraw them. Broadlawns Medical Center is not responsible for a patient's personal property.

Lost and Found

Items turned into Public Safety are retained for 45 days. If you have lost or found an item, please call (515) 282-4736.

Weapons

Broadlawns Medical Center and Clinics prohibits weapons of any kind on the property.

Fire/Disaster Drills

For your protection, the hospital conducts fire and disaster drills regularly. If a drill occurs while you are here, please remain in your room or follow staff instructions.

Oxygen

Special regulations are in effect in areas where patients are receiving oxygen. Aerosol products are not permitted in these areas. Absolutely no smoking is permitted where oxygen is in use or stored; this includes oxygen tanks attached to wheelchairs.

YOUR VISIT

Tobacco-Free Medical Environment

To protect the health of our patients, visitors and staff, Broadlawns Medical Center is a tobacco-free facility. Smoking, chewing tobacco and e-cigarettes are not allowed anywhere on campus.

If you are thinking about quitting or are ready to stop smoking, the following resources are available to you:

- Quit Line Iowa – www.quitlineiowa.org or call toll free 1-800-QUIT NOW (1.800.784.8669)
- American Lung Association – www.lung.org or call 1-800-586-4872
- Group Smoking Cessation classes are available through Broadlawns Medical Center, please call (515) 282-2458 for more information.

Parking

Complimentary parking is available for patients and visitors.

Buses

Broadlawns Medical Center is conveniently located on the DART bus route. To access a bus schedule, please see the Information Desk at the main entrance, visit the DART website at www.ridedart.com, or call (515) 283-8111.

Service Animals

All service animals must be under the care and direction of the owner or a family member at all times. Service animals must be trained, non-disruptive to others, housebroken, on a leash or halter and have current vaccination/health records available. Service animals needed during a hospital stay may require a provider's order. Please contact us at (515) 282-4736 in advance of your appointment to make arrangements regarding the need of a service animal to ensure proper accommodations. For further information, please visit: www.ada.gov/.

Wireless Internet (Wi-Fi)

Free wi-fi is available for patients and visitors. To access wi-fi, go to your wi-fi networks and select "bmcguest". You must accept the terms of use before you can access the internet.

ATM Machine

An ATM machine is located in the main lobby, withdrawals only.

Gift Shop

Phone: (515) 282-6118

Location: Main Hospital

Monday – Friday:

9:00 a.m. – 3:00 p.m.

The Broadlawns Gift Shop, located on the ground level by the cafeteria, offers a variety of gifts, balloons, greeting cards, toiletries, and snacks.

FOOD SERVICE

Broadlawns Cafeteria

The cafeteria is located on the ground floor of the hospital and is open for visitors, patients, and Broadlawns staff.

The grill is open:

Monday – Friday: 6:30 a.m. – 10:00 a.m.; 10:45 a.m. – 2:15 a.m.

Saturday – Sunday: 10:30 a.m. to 6:30 p.m.

Meals are served 7 days a week:

Breakfast: 6:30 a.m. – 10:30 a.m.

Lunch: 11:00 a.m. – 1:30 p.m.

Dinner: 4:30 p.m. – 6:30 p.m.

Vending Machines

Snacks and beverages in the vending area are available 24 hours a day. The vending machines are located in the cafeteria. There is also a pop machine located by the main entrance, next to the ATM.

PATIENT INFORMATION/SERVICES

Patient Portal

The Patient Portal is a completely secure patient information system that allows you access to your medical information through a protected program. Only you, or an authorized family member, can access your Patient Portal account. To establish or access your Patient Portal account, please visit: www.broadlawns.org/patientportal.

The Patient Portal allows you to:

- Securely message with your medical provider
- View upcoming appointments
- Access billing statements and remit payment online
- Review your lab results
- Update personal information
- Access your visit history and discharge information

Patient Access/Registration

Please arrive 15 minutes prior to your scheduled appointment time. At the time of registration, you may be asked for a photo I.D., insurance information, and/or social security card. If you do not have health insurance, staff can provide you with information about financial assistance. Co-payments are due at the time of service.

Minors not accompanied by a parent or guardian must have a verbal or written consent for treatment.

Medical Records

Phone: (515) 282-2482

Monday – Friday:

Fax: (515) 282-2231

8:00 a.m. – 4:30 p.m.

Medical Records can provide assistance with:

- Filling out releases of information (ROI)
- Transferring medical records from one facility to another

All requests for patient medical forms and documents need to be submitted through medical records. Your medical records are confidential and will not be released without written consent.

Financial Counseling

Phone: (515) 282-2246

Monday – Friday:

Location: Main Hospital

7:30 a.m. – 4:30 p.m.

If have limited or no health insurance or will have difficulty paying, our Financial Counselors can assist you with determining your eligibility for assistance including:

- Medicaid programs
- Insurance through the Affordable Care Act (ACA)
- Breast and Cervical Cancer Treatment Program (BCCT)
- Crime Victims Compensation Programs (CVC)

Please bring the following to your meeting with the Financial Counselor:

- Identification (i.e. driver's license or state-issued ID)
- Medical Insurance Card
- Social Security Card (or proof of number)
- Household income (i.e. paystub)
- Federal Income Tax return
- Residency
- Shelter-In-Kind
- Savings and Checking Account balances to include (IRA/401K/CD'S, etc.)

Price List and Cost Estimates

Broadlawns Medical Center is committed to public information and accountability. In compliance with the Center for Medicare & Medicaid Services (CMS) Hospital Price Transparency effective January 1, 2021, costs for over 300 services and procedures along with a full listing of our standard charges is available on our website, www.broadlawns.org. Prices do not always reflect all costs associated with a service and a single service may include multiple price lines. The price lists will be updated annually in July.

To request a written Healthcare Cost Estimate from Broadlawns, please complete the cost estimate form on our website or call one of our financial representatives at (515) 282-2246 Monday through Friday between 8:00am and 4:30pm.

Senior Health Insurance Information Program (SHIIP)

Phone: (515) 282-8120

Location: Main Hospital

SHIIP is a free program to assist Iowa seniors with making informed decisions about Medicare and other health coverage options that are available to older patients.

Treatment at a Teaching Hospital

Broadlawns Medical Center is a teaching hospital. We partner with the University of Iowa Carver College of Medicine, Des Moines University College of Osteopathic Medicine, and other medical schools to train physicians. A licensed physician supervises everything a medical student does.

Broadlawns also provides training for student nurses and student experiences in Radiology, Chemical Dependency, Pharmacy, Mental Health, Social Work, Physical Therapy, Occupational Therapy, Respiratory Care, Dental, Medical Assistants and Physician Assistants are also provided. Students are supervised at all times.

Broadlawns Family Medicine and Transitional Year Residency

In 1971, Broadlawns Medical Center became one of the first fully accredited Family Medicine Residency programs in the Midwest. Today we provide:

- Three years of comprehensive training in family medicine
- A transitional year program for resident physicians who would like a comprehensive year of training before entering another specialty
- Curricula designed to meet all requirements of the Family Medicine and Transitional Year Residency Review Committees of the Accreditation Council for Graduate Medical Education (ACGME)

- Family Practice Residency is affiliated with the University of Iowa Carver College of Medicine
- Broadlawns is a member of the Des Moines Area Medical Education Consortium

Interpretation Services

Free medical interpretation services are available to patients upon request. In-person interpreters are available for a variety of languages, including Bosnian, Burmese, Karen, Spanish and Vietnamese. Additionally, interpretation services for over 250 languages are available 24/7 via telephone. Interpreters may be requested at any time during care. When scheduling an appointment, please notify us if you will need an interpreter.

To request an interpreter, please contact Interpreter Services by calling (515) 282-3366 or email interpretersgroup@broadlawns.org.

Title VI of the Civil Rights Act of 1964 prohibits exclusion from services and discrimination on the ground of race, color, or national origin. Executive Order 13166 requires all public and private entities receiving federal financial assistance to examine the services that they provide, identify any need for services for those with limited English proficiency (LEP), and develop and implement a system to provide LEP persons with meaningful access to those services.

Vision and Hearing Impaired Services

TTY telephones and hard-of-hearing telephones are available from the switchboard for the hearing impaired. American sign language interpreters are also available.

Transporter Services

Transporter Services are available for building-to-building transportation and wheelchair assistance. To request assistance, please call:

- Monday through Friday, 7am to 3:30pm: (515) 218-4805
- Monday, Wednesday, & Friday, 12pm to 5:30pm: (515) 776-0535

For weekend or after hours assistance, please call the operator at (515) 282-2200.



Classes and Support Groups

Broadlawns offers a variety of classes and support groups to help you on your healthcare journey. Visit www.broadlawns.org/events to learn more.

Chaplaincy Services

Phone: (515) 282-5726

Monday – Friday: 8:00 a.m. – 4:30 p.m.

Our staff Chaplain and spiritual care volunteers are available to anyone in need, regardless of tradition. Services include:

- Private and confidential conversations
- Prayer, sacraments, anointing with oil or other religious rituals
- Support when experiencing hopelessness, despair, doubt and uncertainty
- Using your personal beliefs as a resource for healing and well-being
- Coping with loss or suffering
- Acting as a liaison for contacting your religious leader
- Non-denominational spiritual guidance and support
- Support in your own spiritual practices or faith tradition

Advance Directives

There are two kind of Advance Directives: The Power of Attorney for Healthcare Decisions and a Declaration about Life Sustaining Measures.

- The Power of Attorney for Healthcare Decisions identifies the person that you trust to make healthcare decisions for you when you are unable to do so for yourself.
- A Declaration About Life Sustaining Measures (Living Will) describes the type of medical treatment you want or don't want at the end of your life.

If you would like assistance completing an Advance Directive document, please contact the Chaplain at (515) 282-5726 or Case Management Services at (515) 282-6669. If you already have an Advance Directive document, please bring a copy for your medical records.

IPOST (Iowa Physician Orders for Scope of Treatment)

An IPOST (Iowa Physician Orders for Scope of Treatment) is a formalized directive on handling life-sustaining treatments and your wishes for end-of-life care. An IPOST form must be completed in conjunction with your physician.

Notary Public

The services of a notary are available to patients free of charge. Please ask your nurse if you are in need of a notary.

INPATIENT ACCOMMODATIONS

Nurse Call System

The patient intercom system allows patients to call for their care provider in the Medical-Surgical units, ICU and the Family Birthing Center. The button is located on the TV and light control box that is located next to your bed. If you need help, press the button and someone will speak to you over the intercom.

The Patient Channel

A 24-hour television network delivering topical, network-quality patient education programming is available. Programming schedules can be obtained in patient rooms. Programs may also be accessed at home by visiting: www.thepatientchannelnow.com; Password: 08469

Phones

Inpatient Medical units have a phone available in each room. Inpatient Behavioral Health phones are located in the lounge areas.

- For incoming calls, your phone number is (515) 282- and the four-digit number located on your phone receiver.
- Local outgoing calls: Dial 9 then the seven-digit number.
- Long distance outgoing calls: Dial 9+1+area code+number.
- Toll-free outgoing calls: Dial 9+1+number.

Mail

For incoming mail, please use the following address if you would like items delivered to your room:

Your Name and Room Number
Broadlawns Medical Center
1801 Hickman Road, Des Moines, IA 50314

Mail received after you have been discharged will be forwarded to the address given at the time of registration.

Medications

All medications you take while in the hospital are prescribed by a member of the healthcare team, dispensed by the hospital pharmacy and administered by a nurse. Patients are generally not permitted to administer their own medications or keep personal medications at their bedside unless authorized by a member of the healthcare team.

Therapy Dogs

On occasion, therapy dogs are brought onto inpatient units. Visits may be requested via your nurse or provider upon admission to your hospital room.

Visiting Regulations

- The patient may or may not give consent to receive the visitors they designate. This includes but is not limited to: a spouse, domestic partner (including a same-sex partner), another family member, or a friend. Each patient has the right to withdraw such consent at any time.
- Visitors that are minors must be cleared by the team leader per the unit's guidelines. All minors are to be accompanied by an adult other than the patient.
- Visitors who have contagious diseases should refrain from entering the medical center facility until no longer infectious.
- Visitors will be educated concerning infectious control isolation precautions that the patient being visited may require. These precautions may include hand hygiene, covering mouth/nose when sneezing or coughing, not touching patient care items and utilizing personal protective equipment, if needed, to prevent transmission of pathogens.
- Patients have the right to have a support person stay with them during their hospitalization. This right may not be granted if it infringes on the rights of others, if there are safety issues and when it is medically or therapeutically contraindicated. Due to the design of the inpatient units and clinical environment of the patient, the support person may have time periods that they will need to stay in a common area.



Visiting Hours

At Broadlawns Medical Center, our primary concern is caring for our patients. In order to enhance the quality of care and the healing process, quiet hours are enacted daily from 10:00 pm – 6:00 am. Our intent is to maintain a restful, healing environment for our patients, which ultimately enhances their recovery. If, at some time, the visitor's behavior is disturbing to the patient's restful, healing environment, we reserve the right to ask the visitors to leave.

We reserve the right to place restrictions on visitation to prevent interference with patient treatment, and to minimize risk to staff, patients, or visitors.

Family Birthing Center

Quiet Hours: 10:00 pm – 6:00 am

Visitors under the age of 14 are not permitted, with the exception of the new baby's sibling(s).

Inpatient Behavioral Health (Ground & Lower Level)

Monday – Friday: 12:00 p.m. – 1:00 p.m.; 7:00 p.m. – 8:00 p.m.

Saturday – Sunday, and Holidays: 2:00 p.m. – 4:00 p.m.

Please direct any questions and scheduling requests to (515) 282-5730.

Visitors under the age of 18 are not permitted. Some patients may require monitored visitation.

Intensive Care Unit (ICU)

Quiet Hours: 10:00 pm – 6:00 am

Visits regulated at the discretion of nursing staff with consideration to the medical condition/needs of patient.

Medical-Surgical Unit

Quiet Hours: 10:00 pm – 6:00 am

After Hours Visitors

If you plan to visit during quiet hours (10:00 pm – 6:00 am), you will need to enter through the Emergency Department entrance and check-in with Public Safety at the main desk.

Gifts for Patients

Visitors should check with the nursing staff before bringing gifts of food or drink to patients. Please check with the nurse to make sure your gift is appropriate.

GIVING BACK

Volunteer Opportunities at Broadlawns

If you are looking for a rewarding opportunity to help those who truly appreciate your time, the Volunteer Program at Broadlawns has a place for you! There are a variety of opportunities for customer service oriented volunteers, who are 16 years of age or older, with a variety of skills and interests.

To learn more about the volunteer program, please call our Volunteer Coordinator at (515) 282-2323.

Broadlawns Medical Center Foundation

The greatest benefit of making a gift to the Broadlawns Medical Center Foundation is knowing you are making a difference in the lives of others. Gifts like yours enable us to provide care for our community. If you would like to make a gift to the BMC Foundation, please visit www.broadlawns.org/donate.

Broadlawns Medical Center Guild

The Broadlawns Medical Center Guild is a group of dedicated volunteers that are committed to supporting the hospital's mission. The Guild's mission is to support the ongoing needs of Broadlawns Medical Center. From purchasing equipment, such as incubators for our youngest patients, to providing employees with scholarships to further their education, the Guild is dedicated to making a difference.

If you are interested in joining the BMC Guild, please call (515) 282-5726.



OUTPATIENT CLINICS

Clinic/Service	Location	Level	Phone / Fax
Cardiology	Center Bldg	2	p: (515) 282-2210 f: (515) 282-2216
Case Management	Center Bldg	2	p: (515) 282-6669
Dental Clinic	Medical Plaza	3	p: (515) 282-2421 f: (515) 282-2774
Diabetes Education	Center Bldg	2	p: (515) 282-2546 f: (515) 282-5447
Diagnostic Clinic	Center Bldg	2	p: (515) 282-2403 f: (515) 282-2398
Ear, Nose, & Throat (ENT)	East Bldg	2	p: (515) 282-7750 f: (515) 282-6365
Emergency Department	East Bldg	1	Call 911 during an emergency
Endocrinology	Center Bldg	2	p: (515) 282-3041 f: (515) 282-5447
Eye Clinic	East Bldg	2	p: (515) 282-2362 f: (515) 282-5734
Family Health Center	Medical Plaza	1	p: (515) 282-2334 f: (515) 282-2332
Family Optical	East Bldg	2	p: (515) 282-3362
Foot & Ankle Clinic	Medical Office Bldg	2	p: (515) 282-3668 f: (515) 282-2515
Gastroenterology	Medical Plaza	1	p: (515) 282-2334 f: (515) 282-2332
General Surgery Clinic	East Bldg	2	p: (515) 282-2359 f: (515) 282-6390
Geriatric & Memory Center	Medical Plaza	1	p: (515) 282-5700 f: (515) 282-5705
Health Coach	Medical Plaza & Medical Office Bldg	1	p: (515) 282-7885 healthcoach@ broadlawns.org
Imaging/Radiology Services	East Bldg	1	p: (515) 282-2259 f: (515) 282-2266

OUTPATIENT CLINICS CONT'D

Clinic/Service	Location	Level	Phone / Fax
Internal Medicine	East Bldg	2	p: (515) 282-5759 f: (515) 282-2520
Lab Services	East Bldg	1	p: (515) 282-2259
Laser Vein Center	East Bldg	1	p: (515) 243-8346
Mammography	East Bldg	1	p: (515) 282-2309
Nephrology	East Bldg	3	p: (515) 282-4074 f: (515) 282-2520
Neurology	Medical Office Bldg	2	p: (515) 282-2463 f: (515) 282-2346
Obstetrics & Gynecology (OB/GYN)	East Bldg	3	p: (515) 282-2340 f: (515) 282-7860
Occupational Therapy	Sands Bldg	LL	p: (515) 282-5621 f: (515) 282-3618
Oncology & Hematology Center	West Bldg	2	p: (515) 282-8290 f: (515) 282-6399
Orthopaedics	Medical Office Bldg	2	p: (515) 282-8844 f: (515) 282-6382
Pain Management Center	Medical Plaza	4	p: (515) 282-8270 f: (515) 282-8271
Pediatrics	Medical Office Bldg	LL	p: (515) 282-2700 f: (515) 282-2733
Pharmacy	East Bldg	G	p: (515) 282-2378 f: (515) 282-2579
Physical Therapy	Sands Bldg	LL	p: (515) 282-5621 f: (515) 282-3618
Plastic Surgery	Medical Office Bldg	G	p: (515) 282-8280 f: (515) 282-8283
Primary Care Clinic	Medical Office Bldg	G & 2	p: (515) 282-2273 f: (515) 282-3708
Pulmonary	East Bldg	3	p: (515) 282-6246 f: (515) 282-6390
Respiratory Care			p: (515) 282-2268 Available 24/7

OUTPATIENT CLINICS CONT'D

Clinic/Service	Location	Level	Phone / Fax
Sleep, Lung, and Allergy Center	East Bldg	3	p: (515) 282-4015 f: (515) 282-6235
Speech Therapy	Sands	LL	p: (515) 282-5621 f: (515) 282-3618
Surgical Services	East Bldg	1	p: (515) 282-2385
Urgent Care Clinic (Main Campus)	East Bldg	1	p: (515) 282-2501
Urology Center of Iowa	Medical Office Bldg	2	p: (515) 282-7390 f: (515) 282-7490

MENTAL HEALTH SERVICES

Clinic/Service	Location	Level	Phone / Fax
24/7 Crisis Line			p: (515) 282-5752
Adolescent Mental Health	Medical Plaza	2	p: (515) 282-5695 f: (515) 282-8090
ECT	Sands Bldg	LL	p: (515) 282-8780
FOCUS I & FOCUS II			p: (515) 282-6885
Inpatient Mental Health	Sands Bldg	G & LL	p: (515) 282-5730 (G) (515) 282-8730 (LL)
Injection Clinic	Medical Plaza	2	p: (515) 282-5695
Integrated Health Home (IHH)			p: (515) 282-6770
New Connections	Medical Plaza	3	p: (515) 282-6610
Outpatient Mental Health	Medical Plaza	2	p: (515) 282-5695 f: (515) 282-5642
Positive Alternatives to Hospitalization (PATH)			p: (515) 282-6770
Psychiatric Urgent Care & Crisis Observation Center	Center Bldg	1	p: (515) 282-5742 f: (515) 282-5744
Service Coordination			p: (515) 282-6770

MENTAL HEALTH SERVICES CONT'D

Clinic/Service	Location	Level	Phone / Fax
Supported Community Living			p: (515) 282-6770
Residential Housing			
Arlington			p: (515) 244-3944
McKinley			p: (515) 282-8125
Oakland			p: (515) 244-8381

INPATIENT UNITS

Clinic/Service	Location	Level	Phone / Fax
Family Birthing Center	Sands Bldg	3	p: (515) 282-2260
Inpatient Mental Health	Sands Bldg	G & LL	p: (515) 282-5730 (G) (515) 282-8730 (LL)
Intensive Care Unit (ICU)	Sands Bldg	3	p: (515) 282-2316
Med/Surg Inpatient Unit	Sands Bldg	1 & 3	p: (515) 282-2262

Please see pages 28 & 29 for visiting regulations and hours.





OFF-SITE CLINICS/SERVICES

Clinic/Service	Location	Phone / Fax
Cityville Clinic -- Family Medicine, Urgent Care, Specialty Services	580 SW 9th St, Ste 100 Des Moines, IA 50309	p:(515) 282-2489 f: (515) 282-2419
Dallas Center Family Medicine	507 14th St Dallas Center, IA 50063	p:(515) 992-3711 f: (515) 992-3803
East University Clinic - Family Medicine, Urgent Care, Specialty Services	2508 E. University Ave Des Moines, IA 50317	p: (515) 282-3278 f: (515) 282-5354
WIC (Women, Infants, and Children)	River Plaza, Lutheran, South Des Moines	p: (515) 282-5800

SATELLITE CLINICS





Clinic/Service	Location	Phone / Fax
Oskaloosa Sleep Clinic at Mahaska Health Partnership Hospital	1229 C Avenue East Oskaloosa, IA 52577	p: (515) 282-4015
Interventional Pain Center, Winterset Specialty Clinic at Madison County Hospital	300 W. Hutchings Street Winterset, IA 50273	p: (515) 282-8270
Plastic Surgery at Story County Medical Center	640 S 19th Street Nevada, IA 50201	p: (515) 382-7750
Plastic Surgery at MercyOne Newton Medical Center	204 N 4th Avenue, E. Newton, IA 50208	p: (515) 282-8280 f: (515) 282-8283

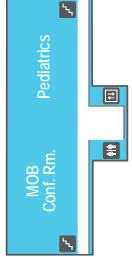


 Patient/Visitor Parking
 Bus Stop
 Information Desk
 Elevator



BROADLAWNSMEDICALCENTER LOWER LEVEL

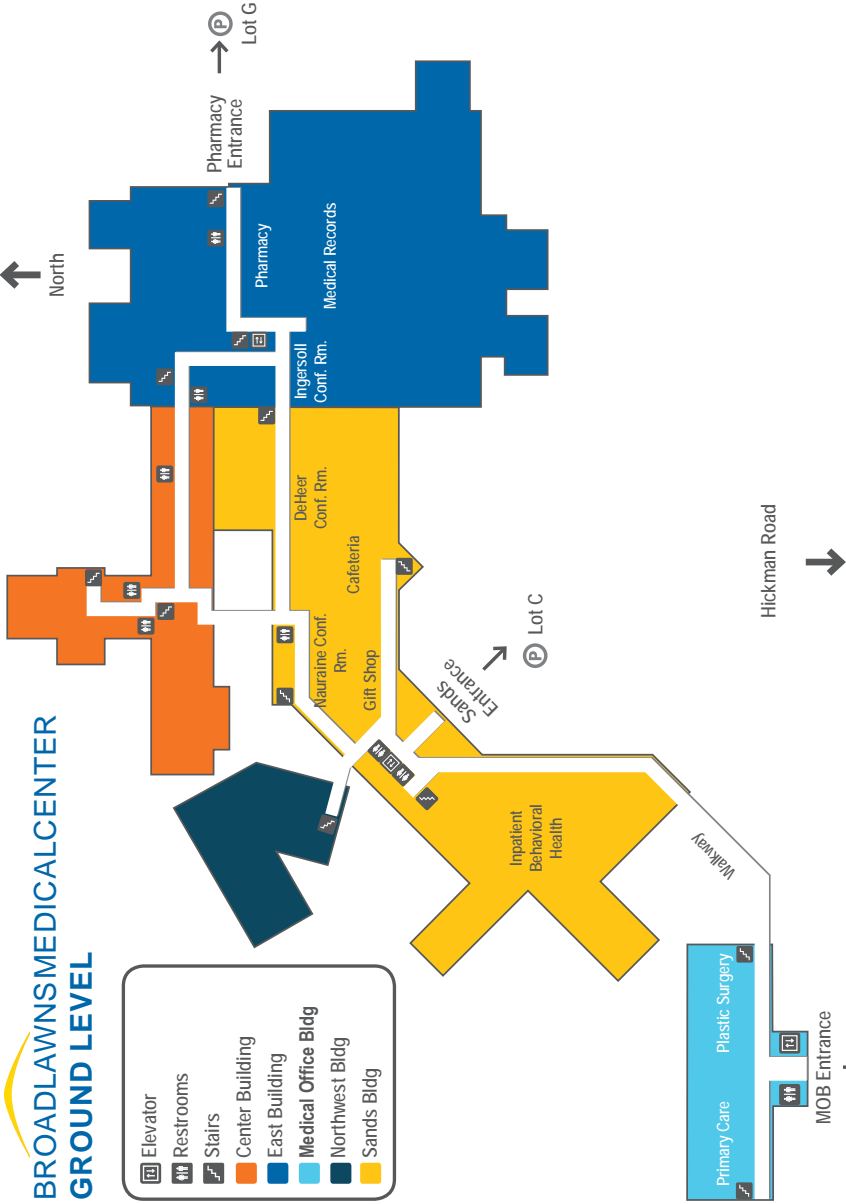
-  Elevator
-  Restrooms
-  Stairs
-  Sands Bldg
-  Medical Office Bldg



Walkway located on the Ground Floor

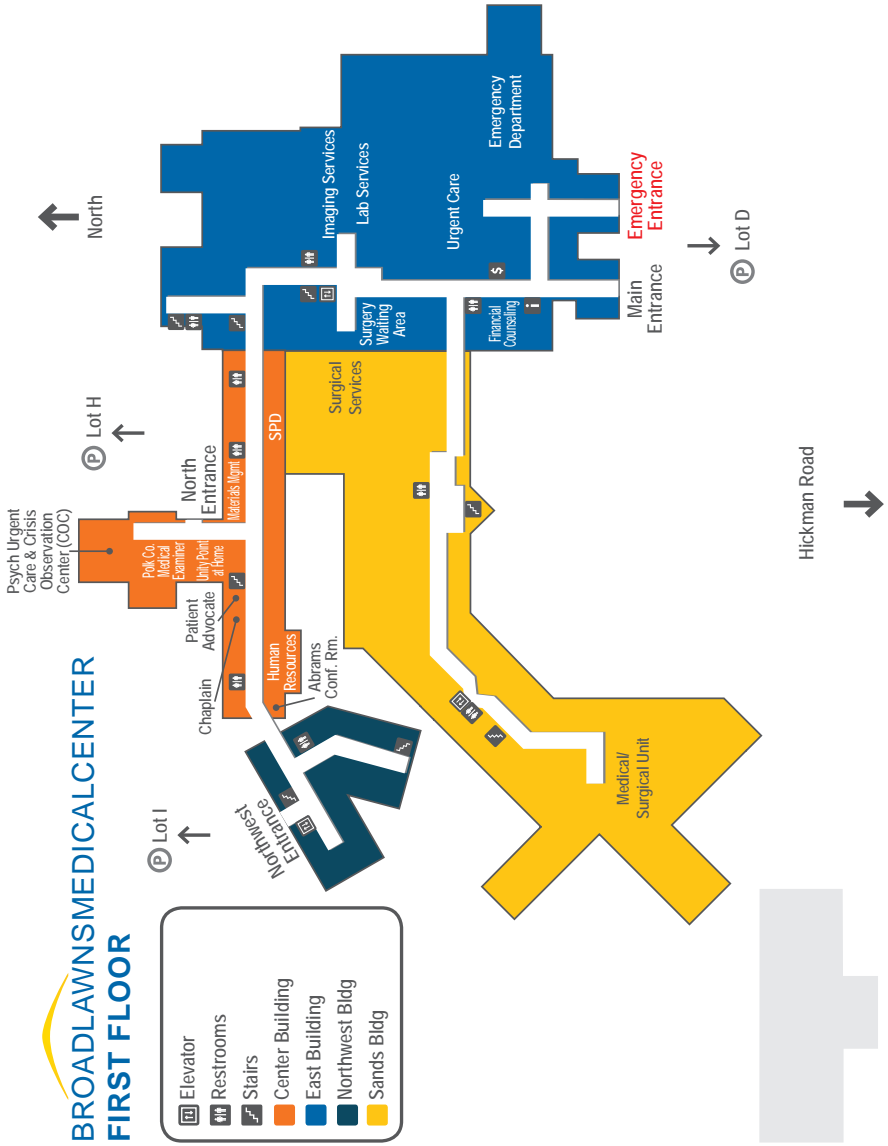


BROADLAWNSMEDICALCENTER GROUND LEVEL










	Elevator
	Restrooms
	Stairs
	Center Building
	East Building
	Medical Office Bldg
	Northwest Bldg
	Sands Bldg

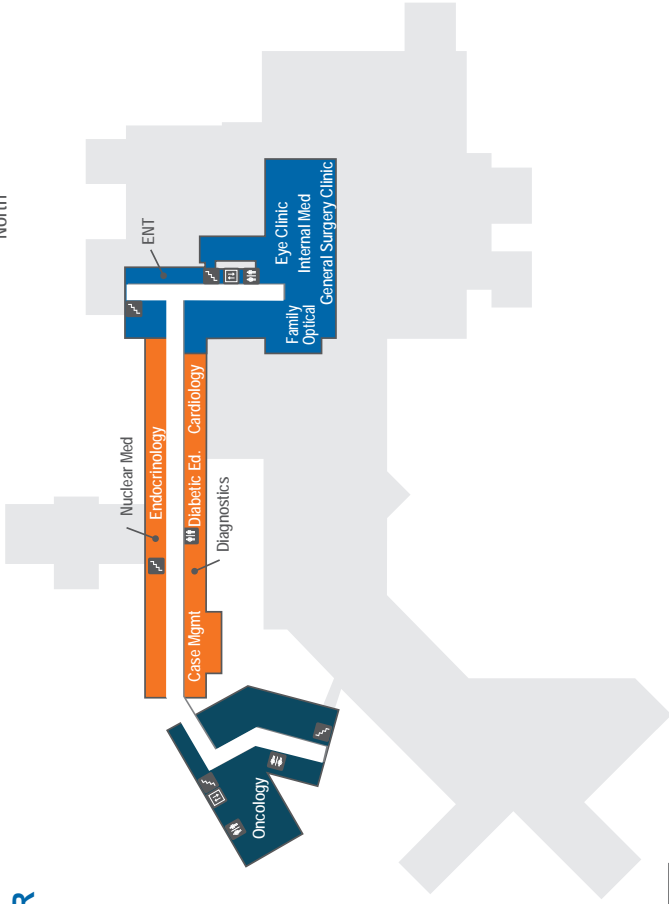
BROADLAWNS MEDICAL CENTER FIRST FLOOR



	Elevator
	Restrooms
	Stairs
	Center Building
	East Building
	Northwest Bldg
	Sands Bldg

BROADLAWNSMEDICALCENTER SECOND FLOOR

-  Elevator
-  Restrooms
-  Stairs
-  Center Building
-  East Building
-  Medical Office Bldg
-  Northwest Bldg

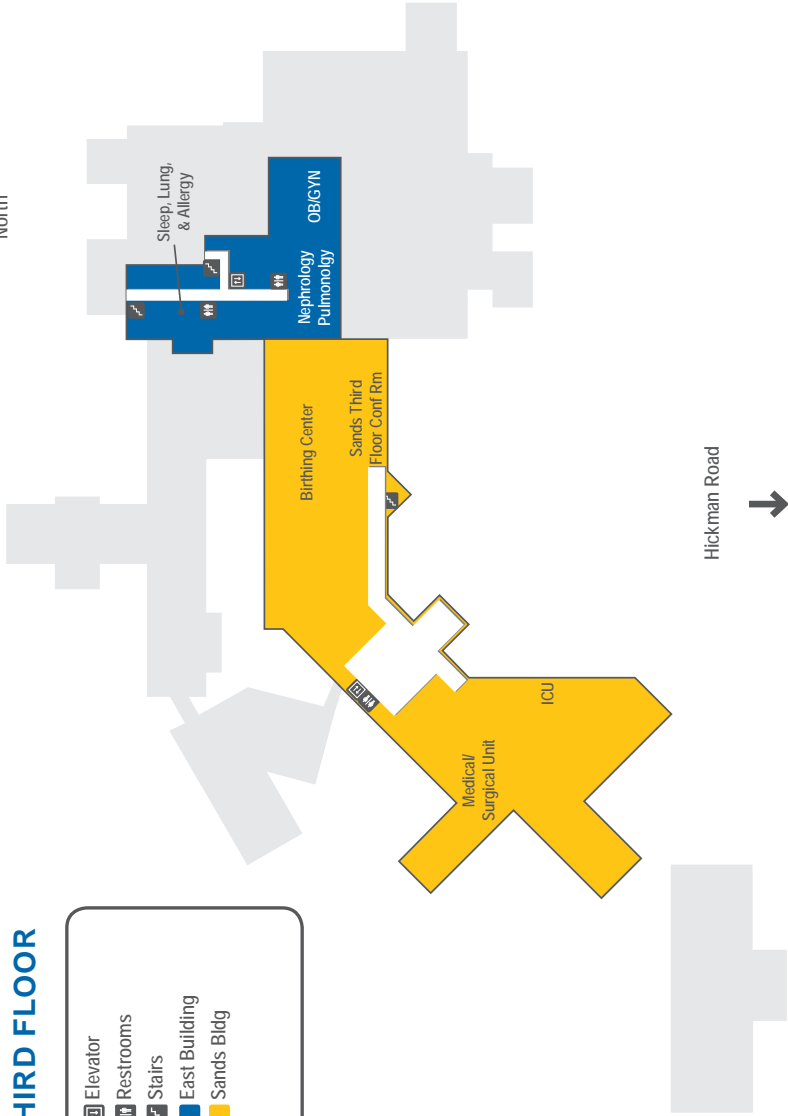


Hickman Road



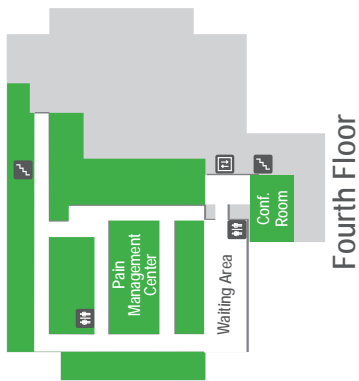
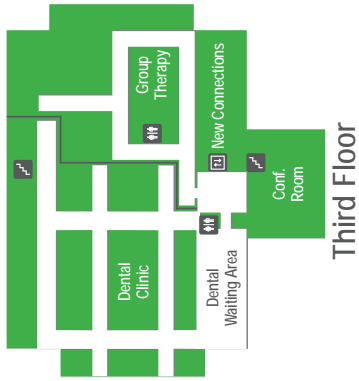
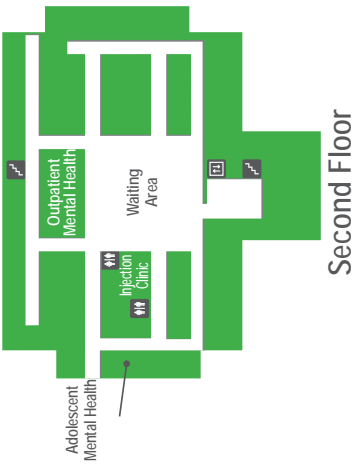
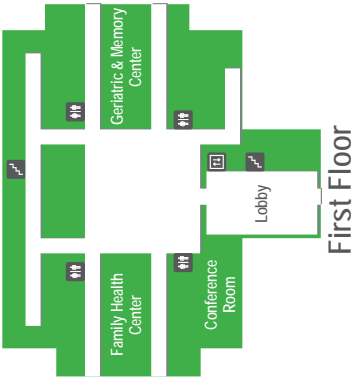
BROADLAWNS MEDICAL CENTER THIRD FLOOR

-  Elevator
-  Restrooms
-  Stairs
-  East Building
-  Sands Bldg



BROADLAWNSMEDICALCENTER MEDICAL PLAZA

-  Elevator
-  Restrooms
-  Stairs
-  Medical Plaza



NOTES



Together a healthy community.

1801 Hickman Road | Des Moines, IA 50314 | www.broadlawns.org |    

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