



# Family Care Guide

## Intensive Care Unit

GENERAL FAMILY



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## EAST AND WEST HOSPITAL TV CHANNELS

| Channel | Network                   | Channel | Network                 |
|---------|---------------------------|---------|-------------------------|
| 1       | A&E                       | 21      | History                 |
| 2       | AMC                       | 22      | Home & Garden           |
| 3       | Animal Planet             | 23      | Investigation Discovery |
| 4       | Discovery                 | 24      | Lifetime                |
| 5       | Disney Channel E          | 25      | National Geographic     |
| 6       | Cartoon Network           | 26      | PBS                     |
| 7       | KOAM - CBS                | 27      | Paramount Network       |
| 8       | Nickelodeon               | 28      | SyFy                    |
| 9       | Comedy Central            | 29      | TLC                     |
| 10      | Weather Channel           | 30      | Travel Channel          |
| 11      | Weather Nation            | 31      | TNT                     |
| 12      | KODE - ABC                | 32      | TV Land                 |
| 13      | LAFF (Local Channel 17.4) | 33      | USA Network             |
| 14      | KFJX - Fox                | 34      | Grit                    |
| 15      | Fox                       | 35      | Escape                  |
| 16      | KSNF - NBC                | 36      | Motor Trend             |
| 17      | ESPN                      | 37      | Bravo                   |
| 18      | Fox Sports                | 38      | Fox Sports              |
| 19      | TBS                       | 39      | News Max                |
| 20      | Food Network              | 40      | Headline News           |

# MY HOSPITAL CARE

My Freeman doctor: \_\_\_\_\_

Date I was admitted: \_\_\_\_\_

Reason I was admitted: \_\_\_\_\_

My other doctors:

| Name & specialty: | Treating me for: | Treating me with: |
|-------------------|------------------|-------------------|
|                   |                  |                   |
|                   |                  |                   |
|                   |                  |                   |
|                   |                  |                   |
|                   |                  |                   |
|                   |                  |                   |
|                   |                  |                   |
|                   |                  |                   |
|                   |                  |                   |

## What do you think?

Please answer the following questions.

1. Physician communication is important to your care and outcomes. Did your doctors hear what you had to say about your problems?      YES      NO      (Circle one)
2. Do you understand what you were treated for?      YES      NO      (Circle one)
3. Questions I have for my doctors:

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## MY MEDICATION LIST

Please list all your medications, including those prescribed by other physicians. In the spaces below, write the name of each medication, the dose, how often you take it, and why you take it. Please update the list each time you visit your physician and cross out medications you no longer take.

| Example: | Name of medication(s)<br>Reglan | How much?<br>10mg | How often?<br>4 times daily | Why taken?<br>Stomach problems |
|----------|---------------------------------|-------------------|-----------------------------|--------------------------------|
|          | Name of medication(s)           | How much?         | How often?                  | Why taken?                     |
| 1.       |                                 |                   |                             |                                |
| 2.       |                                 |                   |                             |                                |
| 3.       |                                 |                   |                             |                                |
| 4.       |                                 |                   |                             |                                |
| 5.       |                                 |                   |                             |                                |
| 6.       |                                 |                   |                             |                                |
| 7.       |                                 |                   |                             |                                |
| 8.       |                                 |                   |                             |                                |
| 9.       |                                 |                   |                             |                                |
| 10.      |                                 |                   |                             |                                |
| 11.      |                                 |                   |                             |                                |
| 12.      |                                 |                   |                             |                                |
| 13.      |                                 |                   |                             |                                |
| 14.      |                                 |                   |                             |                                |
| 15.      |                                 |                   |                             |                                |

## Drug Allergies:

[illegible]

[illegible]

# THANK YOU FOR THE PRIVILEGE OF CARING FOR YOUR LOVED ONE.

We want to assure you we will take excellent care of your loved one and commit to taking care of you as well. We understand the anxiety and uncertainty associated with a stay in the Intensive Care Unit (ICU). Please let us know if you have needs or concerns we can address for you. We want to make sure your time spent with us is as comfortable as possible.

Physicians, nurses, and others gathered information in this handbook to assist you during your loved one's hospital stay. We encourage you to use this handbook for reference, and we hope you find these materials helpful.

To make sure you and your loved one receive excellent care, we promise to:

- Provide highly skilled nursing staff
- Keep you informed and transparent with information
- Listen carefully to you
- Use teamwork to address your needs
- Treat you with respect and courtesy
- Provide a neat and clean environment
- Supply proper nutrition
- Respect your time
- Respond to your family's needs

If we fail to meet your needs or you have concerns about the care we provide, please call me and I will work quickly with our team to address any issues.

Thank you for entrusting us with the care of your loved one.

Sincerely,  
Family Care Specialist  
417.347.6072

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Kaleb M. Schlessman  
Director of Critical Care, Telemetry, & Vascular Access Services  
1102 West 32nd Street  
Joplin, MO 64804  
Office - 417.347.5361  
Fax - 417.347.0607  
Email - [KMSchlessman@freemanhealth.com](mailto:KMSchlessman@freemanhealth.com)

# REFERENCES AND HELPFUL HINTS

## Helpful Phone Numbers

|                                |                                                                |
|--------------------------------|----------------------------------------------------------------|
| Chaplain .....                 | 417.347.6627 (or call Freeman operator to have chaplain paged) |
| Family Care Specialist.....    | 417.347.6072                                                   |
| ICU Nursing Staff .....        | 417.347.3300                                                   |
| ICU Charge Nurse.....          | 417.347.6007                                                   |
| ICU Waiting Room .....         | 417.347.5300                                                   |
| Ozark Center Crisis Line ..... | 417.347.7720 or 800.247.0661 (lines open 24/7)                 |
| Patient Relations.....         | 417.347.4940                                                   |

## Cafeteria | Coffee Shop | Vending Machines

- Freeman West cafeteria serves breakfast, lunch, and dinner seven days a week.
- Daily Grind coffee shop, located in main lobby, serves coffee, sandwiches, salads, desserts, and snacks, 6 am – 9 pm, seven days a week.
- Vending machines available in main lobby and Heart & Vascular Institute lobby.

## Pastoral Care

Freeman pastoral care offers spiritual care, comfort, and support to our patients and their loved ones. Our chaplains are available to pray with you and provide spiritual counsel. You may request a chaplain at any time by notifying your nurse or having the hospital operator page a chaplain for you.

To receive Bibles and other spiritual literature, simply ask your nurse or one of the chaplains. Each of our hospitals provides a chapel for reflection, prayer, and meditation for patients, family and friends. Your nurse or chaplain can direct you to the chapel in your facility.

## Shower Facilities

If you need shower facilities while staying with a loved one in the hospital, please contact the Family Care Specialist for assistance with arrangements.

## Cardiopulmonary Resuscitation (CPR) Courses

Have you ever considered becoming CPR certified so you can help others in their time of greatest need? A few hours of training can prepare you to save a life. According to American Heart Association, CPR can double the chances of survival for a person in cardiac arrest. Freeman Screen Team holds CPR courses each month. For more information, visit [freemanhealth.com](http://freemanhealth.com) or call 417.347.4448.

## Organ/Tissue/Eye Donation

To find out how you can give the gift of life, visit [donatelife.net](http://donatelife.net)

## **Waiting Room Etiquette**

The ICU waiting room is not designed for visitors to spend the night. Please return home to get a good night's sleep, or make a reservation at a nearby hotel or motel. Listings of local accommodations can be found on page 16 of this guide.

Please adhere to the following waiting room guidelines:

- No sleeping in waiting room
- Use of personal blankets, pillows, inflatable mattresses, cots, or sleeping bags is prohibited.
- Electronic devices are not allowed with the exception of laptop computers and cell phones.
- Use of small electric kitchen appliances is prohibited in the ICU waiting room.

## **What to Expect**

We encourage family participation in all aspects of care, and we value any and all information you can give us about your loved one.

- If your loved one requires a breathing machine, or ventilator, nurses will perform oral care by swabbing the mouth every two hours. This decreases the risk of pneumonia.
- We encourage patients to change positions in bed at least every two hours to lessen the risk of skin breakdown. If your loved one cannot turn on his or her own, our team will provide assistance.

## **Obtaining Health Information**

- Due to federal government regulations designed to protect patient confidentiality, we can only give information to those who provide the patient's full name, account number, and date of birth.
- Please choose one family spokesperson to call for patient condition updates and provide the information to the rest of the family. This allows nurses more time to care for your loved one.
- Please ensure the family spokesperson leaves a contact phone number.
- If your loved one has an Advance Medical Directive or Durable Power of Attorney in place, please provide a copy. Blank copies of both forms are included in the References and Helpful Hints section of this handbook. If you would like more information about these documents, please ask your nurse or social worker.



## INTENSIVISTS AND PULMONOLOGISTS

Our team of intensivists and pulmonologists, physicians with special training to care for critically ill patients, will direct the care of your loved one during his or her stay in the ICU. Each physician will carefully review and clearly communicate the treatment plan to everyone involved in the care of your loved one.

### **Intensivists and pulmonologists focus on:**

- Providing comprehensive care throughout your loved one's hospital stay
- Coordinating care with multiple specialists if necessary
- Listening carefully and clearly communicating with you and your loved one to ensure a thorough understanding of the illness and treatment plan

If you have questions not clearly addressed during your loved one's stay in the ICU, please ask a nurse to contact the intensivist or pulmonologist if available, or the family care specialist (FCS) to assist with assessment and/or setting up a family meeting.



Essam Elkady, MD



Guy Grabau, MD



Adnan Khan, MD



Sarah Mingucci, DO



Yasser Mokhtar, MD

# HOSPITALIST FAQs

*While in the hospital, you may be treated by a hospitalist, a doctor specially trained to care for hospital patients. Below, you'll find answers to some frequently asked questions (FAQs) about hospitalists. If you have additional questions, please don't hesitate to ask your nursing staff.*

## **Q. What is a hospitalist?**

**A.** A hospitalist is primarily an internal medicine physician who specializes in caring for patients admitted to the hospital. Taking care of patients in the hospital setting has its own challenges that differ from practicing internal medicine in the office. In terms of time, it is very difficult for office practitioners to go to the hospital and provide timely care to patients with complex, time-consuming problems. On the other hand, hospitalists have no office obligations and are available around the clock every day.

## **Q. What does a hospitalist do?**

**A.** The hospitalist is the person behind the wheel, the person in charge of the patient's care in the hospital. Hospitalists treat the primary ailment for which the patient is admitted, and they also take care of the patient's chronic medical conditions, such as diabetes and hypertension; bring in specialists, such as cardiologists or wound care physicians, when needed; coordinate care between multiple consultants and communicate with the patient's primary care physician whenever necessary. Additionally, hospitalists play a critical role by helping patients and their families develop an understanding of the patient's overall condition. When it's time for the patient to leave the hospital, the hospitalist gives the patient discharge instructions and prescriptions and sends the patient's primary care physician a summary that includes details about the patient's diagnosis and course of treatment in the hospital, an updated list of medications the patient will need and a plan for follow-up care. If the patient does not have a primary care physician at the time of discharge, the hospital will find one for them.

## **Q. Why do hospitals use hospitalists?**

**A.** In the past, the family doctor took care of everyone from babies to grandparents. Today, healthcare is becoming more specialized. We live in an age where one cardiologist specializes in blocked arteries and another specializes in rhythm problems of the heart. Hospital medicine specialists, or hospitalists, are the product of a similar transformation in internal medicine.

## **Q. Is the use of hospitalists a growing trend?**

**A.** Yes. Over the last 10-15 years, hospital medicine has been the fastest-growing medical specialty in the United States and is still growing. The program at Freeman Health System has doubled in recent years. Currently, Freeman has more than 20 hospitalists on staff. These physicians take care of one-third of the hospital's total patient census.

## **Q. Are there special training programs for hospitalists?**

**A.** In recent years, internal medicine residency programs have begun training doctors on two tracks – one for primary care physicians, caring for patients outside of the hospital, and one for hospitalists, caring for patients in the hospital. Some of the bigger hospitals, such as Mayo Clinic, now offer fellowship programs, or advanced medical specialty training, in the field of hospital medicine.

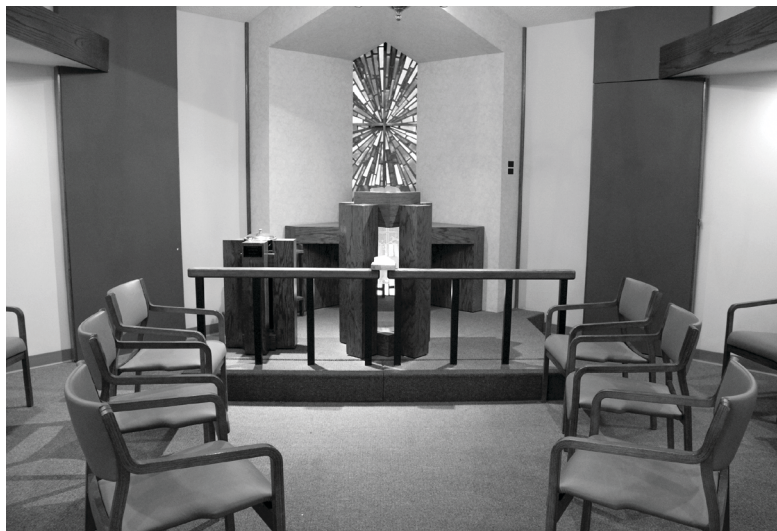
## **Q. What are the benefits of a hospital having a hospitalist program?**

**A.** Hospitalists help improve the quality of care for both patients and hospitals. Hospitalists team together to work toward goals of patient satisfaction and stay current with resources a patient might need at the end of a hospital stay. Additionally, by being available in the hospital 24 hours a day, hospitalists make sure patients get everything they need to get better faster.

# HELPFUL RESOURCES

## **Pastoral Care**

Freeman pastoral care offers spiritual care, comfort, and support to patients and their loved ones. Chaplains are available to pray with you and provide spiritual counsel. You may request a chaplain at any time by notifying your nurse or having the hospital operator page a chaplain for you. To receive Bibles and other spiritual literature, ask your nurse or one of the chaplains. The chapel, located near the central corridor elevators, provides a quiet setting for reflection, prayer, and meditation for patients, family, and friends. To contact a chaplain, please call ext. 6627 or call the Freeman operator to have a chaplain paged.



## **Concerns about your care?**

Please call patient relations at ext. 4940

## **Is life getting you down?**

Call the Ozark Center crisis line at ext. 7720 (lines open 24/7).

## **Cardiopulmonary resuscitation (CPR) courses**

Have you ever considered becoming CPR certified so you can help others in their time of greatest need? A few hours of training can prepare you to save a life. According to the American Heart Association, CPR can double the chances of survival for a person in cardiac arrest. Freeman screen team holds CPR courses each month. For more information, visit [freemanhealth.com](http://freemanhealth.com) or call 417.347.4448.

## **Organ/tissue/eye donation**

Have you ever considered registering to become an organ, tissue, or eye donor? If so, do your loved ones know of your wishes? Every year, thousands of patients join waiting lists for vital organs. Each organ donor can save or impact as many as 50 lives. To find out how you can give the gift of life, visit [freemanhealth.com/organdonor](http://freemanhealth.com/organdonor).

# **COPING WITH A LOVED ONE'S STAY IN THE ICU**

An ICU provides care for seriously ill or injured patients. We admit some patients to the ICU as part of a planned stay, such as following major surgery. Others are admitted unexpectedly after an accident, a heart attack, or serious infection.

The ICU differs from other units in the hospital because it has special equipment to monitor and support a patient's body systems like the lungs, kidneys, or heart. In addition, the team of doctors, nurses, dietitians, therapists, and technicians has special training in caring for the critically ill.

## **Visiting Your Loved One**

You may feel anxious or frightened when visiting the ICU. We understand that it may alarm you to see your loved one hooked up to machines. We encourage you to ask questions about the machines, tubes, and monitors. The more you understand about the surroundings, the more comfortable you will become.

We ask that you avoid touching equipment unless instructed to do so. You may occasionally hear alarms. Generally, the alarms alert staff to normal changes. Please don't panic. We will respond to your loved one's needs.

Unless your nurse tells you otherwise, you may gently touch or talk to your loved one. Sometimes stimulation can cause harm during very critical periods of recovery. In most cases your loved one can hear you and will find your voice comforting. Offer encouragement by speaking calmly and clearly. Acknowledge any pain or discomfort he or she experiences. For example, you might say, "You have a tube in place to help you breathe. I will ask the nurse to give you medicine to make you more comfortable." You may also choose to read favorite poems, books, prayers, or Bible verses aloud. If you feel unsure about how and when to communicate with your loved one, please ask your nurse.

As a result of breathing tubes, medications that alter awareness, or the illness, your loved one may not respond to you.

If you become upset or emotional, please leave the room. We have a family care specialist and chaplains available to provide support and encouragement for you during this stressful time.

When visiting your loved one, please see ICU visitation card for details.

## **Taking Care of Yourself**

Families have little or no time to prepare for the stress of a critical illness or injury. You may feel anxious, helpless, frightened, or even angry. The stress may cause you to experience physical symptoms, such as upset stomach, headache, or weakness. You may also have trouble sleeping. During this time, remember to take care of yourself so you are better equipped to help your loved one.

- Get as much rest as possible.
- Try to eat healthy foods regularly.
- Exercise will help you maintain emotional health. Take breaks by going for walks and getting fresh air.
- Ask a friend or family member to take over for a while so you have time away from the hospital. If you have many people available to help, set up a rotating schedule.
- Talk with others about your feelings.
- Delegate a responsible adult whom you trust to take care of matters at home, such as picking up your mail, paying your bills, and arranging child care.
- Reading, watching television, or listening to music can serve as distractions and help you relax.
- Prepare yourself for setbacks. Your loved one will have both good and bad days. At times this may feel much like a roller coaster. Focus on progress made and try not to dwell on setbacks.

If you need help coping, Ozark Center offers counseling, bereavement services, support groups, and crisis intervention. See the References and Helpful Hints section of this handbook for more information on services available through Ozark Center or call 417.347.7720 or 1.800.247.0661 to speak to a mental health professional now.

## **Questions to Ask**

The stress of your loved one's stay in the ICU can make it difficult for you to understand and remember unfamiliar information. You may find it necessary to ask the same questions more than once. This is OK. We want to make sure you feel well informed. While you may have questions of your own, a list of commonly asked questions follows.

- Who is caring for my loved one?
- Will you explain what all the equipment does?
- What is wrong with my loved one?
- Is my loved one in pain?
- How will this condition affect his or her quality of life?
- Does today's treatment plan involve anything that my loved one might find painful or uncomfortable?
- How do I call for help?
- How quickly can I expect someone to respond to the call?
- What can I do to help?
- What happens if something urgent occurs and I am not here?
- How does my loved one use the restroom?
- What are the risks of therapy and/or medications?





# FREEMAN DINING OPTIONS

## Room service

Our personalized room service menu allows you to select the food items you want at the delivery time you choose. Please ask your nurse about the best time to order meals based on your treatment, procedure, therapy, or medication schedules.

Dial ext. 3663 (FOOD)

6:30 am – 7:00 pm

*Meals delivered within 45 minutes*

## Public dining services

Freeman West Cafeteria – open daily

*Food court with home-style favorites, grill selections, pizza, salad, sandwiches, and more.*

6:30 am – 7:30 pm

The Daily Grind (coffee shop) – open daily  
*Coffee, tea, and, blended beverages, as well as pastries, salads, and sandwiches.*

6:00 am – 9:00 pm



## Vending areas – refreshments available 24/7

- Cafeteria dining room
- Heart & Vascular Institute lobby
- Emergency Room waiting
- 5th & 6th floor waiting

## NEARBY RESTAURANTS

Joplin offers a wide selection of restaurants located within a few miles of Freeman West. A partial list is provided below. If you would like information about other restaurants, please ask a staff member or the family care specialist, who will happily assist you.

### **Applebee's®**

2825 East 32nd Street  
417.659.8686  
American casual dining  
\$5 – \$20 per person

### **Cheddar's Scratch Kitchen**

3120 East Hammons Boulevard  
417.624.6000  
American casual dining  
\$5 – \$20 per person

### **Del Rio Grill & Cantina**

1802 West 32nd Street  
417.206.4400  
Mexican casual dining  
\$5 – \$15 per person

### **McDonald's**

3140 South McClelland Boulevard  
417.623.2591  
Fast food  
\$3 – \$10 per person

### **Moe's® Southwest Grill**

3120 South Main Street  
417.781.6637  
Mexican casual dining  
\$5 – \$10 per person

### **Olive Garden® Italian Restaurant**

3031 East Hammons Boulevard  
417.782.7295  
Italian casual dining  
\$10 – \$20 per person

### **Orient Express** *(Delivery and pickup only)*

215 East 20th Street  
417.206.3999  
Chinese takeout  
\$5 – \$10 per person

### **Outback Steakhouse®** *(Dinner only)*

3110 East 36th Street  
417.625.1156  
American casual dining  
\$10 – \$20 per person

### **Panera Bread®**

2401 East 32nd Street  
417.626.2300  
Sandwiches, soups, salads, pastries  
\$5 – \$10 per person

### **Pizza Hut®** *(Delivery and pickup only)*

2802 South Main Street  
417.781.3915  
Pizza, sandwiches  
\$5 – \$10 per person

### **Schlotzsky's®**

3120 South Main Street  
417.626.7597  
Sandwiches  
\$5 – \$10 per person

### **Sonic®**

310 East 32nd Street  
417.781.5090  
Fast food  
\$3 – \$10 per person



## LODGING

Visiting a loved one in the hospital can sometimes be a challenge, especially for those who travel from out of the area. Several hotels in Joplin offer discounts for family members of Freeman patients. When making your reservations, ask the hotel what is required to receive the Freeman hospital discount rate.

*\*Offers Freeman discount rate*

### **Best Western®**

3508 South Range Line Road

417.781.6776

Free continental breakfast with hot items, free laundry facilities, refrigerator and microwave upon request, suites available, additional discount on an extended stay of more than seven days.

### **Candlewood® Suites**

3512 South Range Line Road

417.623.9595

Full kitchen, free laundry facilities, discount on an extended stay of more than seven days.

### **\*Days Inn®**

3500 South Range Line Road

417.623.0100

Free hot breakfast, pet friendly, smoking and, non-smoking rooms available.

### **Drury Inn & Suites®**

3601 South Range Line Road

417.781.8000

Free hot breakfast, refrigerator, and microwave, pet friendly.

### **\*Fairfield Inn®**

3301 South Range Line Road

417.624.7800

Free hot breakfast, refrigerator, and microwave.

### **Hilton Garden Inn®**

2644 East 32nd Street

417.260.6700

Restaurant, coin laundry facilities.

### **\*Homewood Suites®**

2642 E 32nd Street

417.623.1900

Free breakfast, pet friendly, stocked kitchenette, on-site washer, dryer, and laundry services, additional discount on an extended stay of more than seven days.

### **\*Home2 Suites®**

3000 South Range Line Road

417.680.0076

In-room kitchen, pet-friendly, smoking and non-smoking rooms available.

### **Holiday Inn®**

3615 South Range Line Road

417.624.9000

Restaurant, coin laundry facilities, pet-friendly, smoking and non-smoking rooms available.

### **La Quinta Inn®**

3320 South Range Line Road

417.781.0500

Free hot breakfast buffet, coin laundry facilities, refrigerator, and microwave.

### **Residence Inn®**

3128 East Hammons Boulevard

417.782.0908

Coin laundry facilities, grocery shopping services, and discount for an extended stay of more than seven days.

### **\*Townplace Suites®**

4026 S Arizona Avenue

417.659.8111

Full kitchen

## AMENITIES

### CAMPING AND RV PARKS

#### Joplin KOA Kampground

3508 4359 Dakota Lane

Joplin, Missouri 64804

417.623.2246

[koakampgrounds.com](http://koakampgrounds.com)

Whether you are in a tent or a big rig, this campground has a space for you (KOA cabins may be available). The max pull-through is 85ft. A store, pool, and laundry facilities are available.

#### Stage Stop Campground

12201 Hammer Road

Neosho, Missouri 64850

417.455.1221

[stagestopcamp.com](http://stagestopcamp.com)

Sixteen full hook-up sites, shower house with laundry facilities, free WiFi, picnic tables, and horseshoe pit.

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### LAUNDRY AND DRY-CLEANERS

#### 15th Street Coin Laundry

185 W 15th Street

417.782.7701

Open 24 hours

#### Southtown Cleaners

2630 S Main Street

417.781.6046

Monday through Friday: 7:00 am – 5:30 pm

Saturday: 9:00 am – 12:00 pm

Closed on Sunday

Wash and fold, dry-cleaning

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### GAS STATIONS

#### Casey's General Store

2764 W 32nd Street

417.621.0432

Open 24 hours

#### Conoco Fanstrip

1904 E 32nd Street

417.781.0630

#### Doc's Stop

2703 E 32nd Street

417.659.8253

#### Murphy's at Sam's Club

3536 Hammons Blvd

417.623.6200

#### Phillips 66 Snak-Atak

4302 S Main Street

417.206.2326

#### Phillips 66 Super Stop

1318 E 32nd Street

417.782.8877

#### Shell

2300 S Maiden Lane

417.626.7500

Open 24 hours

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### POLICE, FIRE, AND AMBULANCE

#### Joplin Police, Fire, and Ambulance Services

Emergency: 911

Non-emergency police: 417.623.3131

Animal control: 417.623.3131

[joplinmo.org](http://joplinmo.org)

#### Neosho Police, Fire, and Ambulance Services

Emergency: 911

Non-emergency Police: 417.451.8333

Animal control: 417.451.8050

[neoshomo.org](http://neoshomo.org)

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### PUBLIC PARKS

#### Cunningham Park – Joplin

1500-1598 W 25th Street

#### Parr Hill Park – Joplin

18th and Kansas Avenue

#### Wildcat Glades – Joplin

201 Riviera Drive

[wildcatglades.audubon.org](http://wildcatglades.audubon.org)

Leashed pets *are* allowed on the outdoor walking trails.

#### Big Spring Park – Neosho

W Spring Street

#### Morse Park – Neosho

E Spring Street

Leashed pets *are* allowed on the outdoor walking trails.

## **RV PARTS AND REPAIR**

### **Colaw RV Parts & Salvage**

10389 Cimarron Road  
Carthage, Missouri 64836  
417.548.2125

### **Mid America RV**

5439 S Garrison Avenue  
Carthage, Missouri 64836  
417.358.4640  
midamericarv.com

### **Wheelen RV Center**

4301 S Rangelune Road  
Joplin, Missouri, 64804  
417.623.3110  
wheelenrv.com

## **PERSONAL PET VISITS TO THE HOSPITAL**

1. Permission to bring a personal pet must be granted by unit personnel.
2. Pets must be accompanied and monitored by a family member or friend at all times throughout the visit. No large animals will be permitted on the unit.
3. Pets must be transported in a pet carrier or on a leash in and out of the facility.
4. Pets must have a current rabies certificate and be current on annual inoculations for their species.
5. Pets must be clean, well-groomed, and free of internal and external parasites.
6. Pets are not allowed in areas where food is prepared or in dining areas.
7. Visits should be short in duration, usually one hour or less.
8. Pet visits may occur in semi-private or private rooms. It is recommended when the visit is to occur in a semi-private room that the patient in the room be informed of the pet visit and if this is unacceptable, a private space will be provided for the patient and the pet.

### **If You Have a Pet Emergency**

Emergency Pet Center of the 4 States  
1110 E 7th. Suite 30  
417.782.9611

## FOR YOUR CONVENIENCE

We stock many toiletries you may need during your hospital stay.

Please ask your nursing staff for any of the following:

**Denture adhesive**

**Denture cleaning tablet**

**Denture cup**

**Deodorant**

**Ear plugs**

**Hand sanitizer**

**Hairbrush**

**Hair comb**

**Lip moisturizer**

**Personal belongings bag**

**Personal belongings case**

**Razor**

**Sanitary napkins**

**Shampoo cap**

**Shaving cream/aftershave**

**Sleeping mask**

**Socks**

**Tissue box**

**Toothbrush**

**Toothette® mouth sponge**

**Toothpaste**

**Water pitcher**



## RESOURCES

The agencies listed here have information on community services, (like home-delivered meals and rides to appointments). You can also get help making long-term care decisions. Ask the staff in your healthcare setting for more information.

### **Area Agencies on Aging (AAAs) and Aging and Disability Resource Centers (ADRCs):**

Help older adults, people with disabilities, and their caregivers. To find the AAA or ADRC in your area, visit the Eldercare Locator at [eldercare.gov](http://eldercare.gov), or call 1.800.677.1116.

**Medicare:** Provides information and support to caregivers of people with Medicare. Visit [medicarefaq.com/guide-to-being-a-caregiver/caregiver-assistance/](http://medicarefaq.com/guide-to-being-a-caregiver/caregiver-assistance/).

**Long-Term Care (LTC) Ombudsman Program:** Advocate for and promote the rights of residents in LTC facilities. Visit [ltcombudsman.org](http://ltcombudsman.org).

**Senior Medicare Patrik (SMP) Programs:** Work with seniors to protect themselves from the economic and health-related consequences of Medicare and Medicaid fraud, error, and abuse. To find a local SMP program, visit [smpresource.org](http://smpresource.org).

**Centers for Independent Living (CILs):** Help people with disabilities live independently. For a state-by-state directory of CILs, visit [ilru.org/html/publications/directory/index.html](http://ilru.org/html/publications/directory/index.html).

**State Technology Assistance Project:** Has information on medical equipment and other assistive technology. Visit [resna.org](http://resna.org), or call 1.703.524.6686 to get the contact information in your state.

**National Long-Term Care Clearinghouse:** Provides information and resources to plan for your long-term care needs. Visit [longtermcare.gov](http://longtermcare.gov).

**National Council on Aging:** Provides information about programs that help pay for prescription drugs, utility bills, meals, health care, and more. Visit [benefitscheckup.org](http://benefitscheckup.org).

**State Health Insurance Assistance Programs (SHIPs):** Offer counseling on health insurance and programs for people with limited income. Also help with claims, billing, and appeals. Visit [medicare.gov/talk-to-someone](http://medicare.gov/talk-to-someone). Or call 1.800.MEDICARE (1.800.633.4227) to get your SHIP's phone number. TTY users should call 1.877.486.2048.

**State Medical Assistance (Medicaid) Office:** Provides information about Medicaid. To find your local office, visit [medicare.gov/basics/costs/help/medicaid](http://medicare.gov/basics/costs/help/medicaid), or call 1.800.MEDICARE (1.800.633.4227).

**Medical Loan Closet:** Provides durable medical equipment to individuals in need, regardless of their insurance coverage or financial status. To find a location near you, visit [medicalloan closet.com/locations.html](http://medicalloan closet.com/locations.html).

**Social Security:** Provides financial protection and administers benefits like Retirement, Disability, Survivor, and Family. Also manages Supplemental Security Income (SSI), enrolls individuals in Medicare, and issues Social Security numbers and cards. Visit [ssa.gov](http://ssa.gov).

The information in this booklet describes the Medicare program at the time this booklet was printed. Changes may occur after printing. Visit [Medicare.gov](http://Medicare.gov), or call 1.800.MEDICARE (1.800.633.4227) to get the most current information. TTY users should call 877.486.2048.

"Your Discharge Planning Checklist" isn't a legal document. Official Medicare Program legal guidance is contained in the relevant statutes, regulations, and rulings.

## A. Healthcare Treatment Directive

Date of birth: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

I, \_\_\_\_\_, make this Healthcare Treatment Directive to exercise my right to determine the course of my healthcare and to provide clear and convincing proof of my treatment decisions when I lack the capacity to make or communicate my decisions.

If my physician believes that a certain life-prolonging procedure or other healthcare treatment may provide me with comfort, relieve pain or lead to significant recovery, I direct my physician to try the treatment for a reasonable period of time. However, if such treatment proves to be ineffective, I direct the treatment to be withdrawn, even if doing so may shorten my life.

- 1) I direct that I be given healthcare treatment to relieve pain or to provide comfort even if such treatment might shorten my life, suppress my appetite or my breathing, or be habit forming.
- 2) I direct all life-prolonging procedures to be withheld or withdrawn when there is no realistic hope of significant recovery and I have the following conditions:
  - a a terminal condition; or
  - b a condition, disease or injury without hope of significant recovery and there is no reasonable expectation that I will regain an acceptable quality of life; or
  - c substantial brain damage or brain disease which cannot be significantly reversed; or
  - d other \_\_\_\_\_
- 3) When the above conditions exist, I choose to have the following life-prolonging procedures withheld or withdrawn:
  - a surgery a heart-lung resuscitation (CPR)
  - b antibiotics a mechanical ventilator (respirator)
  - c dialysis a tube feedings (food and water delivered through a tube in the vein, nose, or stomach)
  - d other \_\_\_\_\_
- 4) Do you now want to direct the donation of any bodily organs? a yes a no
  - a) Please indicate the specific bodily organs you want to donate: \_\_\_\_\_
  - b) ~~Please indicate any uses of your organs that are not acceptable~~ to you: \_\_\_\_\_
  - c) I make other instructions as follows: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Signed this \_\_\_\_ day of \_\_\_\_\_  
(month, year)

Signed \_\_\_\_\_  
signature

\_\_\_\_\_  
city, county and state of residence

The declarant is known to me, is 18 years of age or older, of sound mind, and has voluntarily signed this document.

Witness \_\_\_\_\_ Address \_\_\_\_\_

Witness \_\_\_\_\_ Address \_\_\_\_\_





# Advance Medical Directives Form

\*AMD\*

## B. Durable Power of Attorney for Healthcare Decisions

Date of birth: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

I, \_\_\_\_\_, hereby appoint \_\_\_\_\_  
declarant name of agent  
of \_\_\_\_\_, phone number \_\_\_\_\_,  
agent's address agent's phone number

as my agent to make healthcare decisions for me if and when I am unable to make my own healthcare decisions due to incapacity. This gives my Agent the power to consent to giving, withholding, or stopping any healthcare, treatment, service, or diagnostic procedure. In exercising this authority, my Agent should follow my desires as stated in my Healthcare Treatment Directive (if I have issued one) or as otherwise known to my Agent. THIS IS A DURABLE POWER OF ATTORNEY AND THE AUTHORITY OF MY ATTORNEY IN FACT SHALL NOT TERMINATE IF I BECOME DISABLED OR INCAPACITATED OR IN THE EVENT OF LATER UNCERTAINTY AS TO WHETHER I AM DEAD OR ALIVE. If the person named as my Agent is not available or is unable to act as my Agent, then I appoint:

\_\_\_\_\_ of \_\_\_\_\_,  
name of alternate agent address  
phone number \_\_\_\_\_, with the like power to act in my Agent's place instead.

Signed this \_\_\_\_ day of \_\_\_\_\_  
(month, year)

Signed \_\_\_\_\_  
\_\_\_\_\_  
city, county, and state of residence

This declarant is known to me, is 18 years of age or older, of sound mind, and has voluntarily signed this document. I am not the person appointed as the Agent by this document.

Witness \_\_\_\_\_ Address \_\_\_\_\_  
Witness \_\_\_\_\_ Address \_\_\_\_\_

## TO BE COMPLETED BY A NOTARY PUBLIC

STATE OF MISSOURI

COUNTY OF \_\_\_\_\_

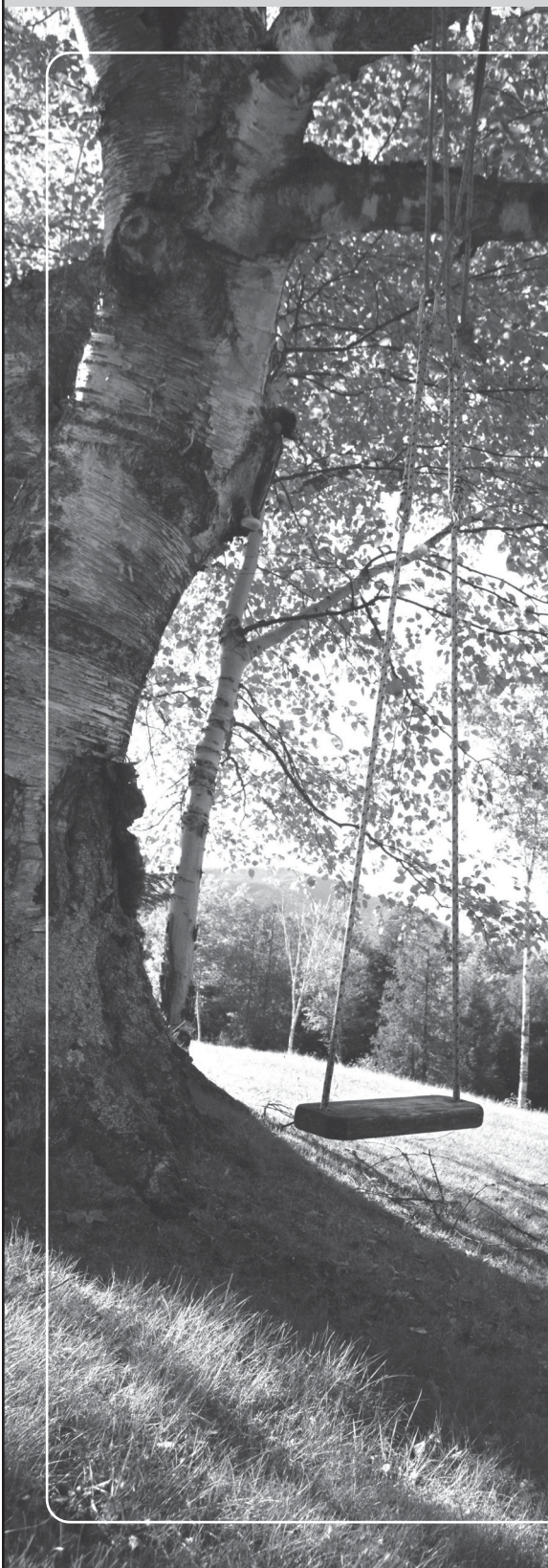
Before me, the undersigned authority, on this \_\_\_\_ day of \_\_\_\_\_  
personally appeared the declarant, \_\_\_\_\_, and

\_\_\_\_\_, \_\_\_\_\_, the witnesses respectively, whose names are signed to the foregoing instrument, and who in the presence of each other, prescribed their names to this Durable Power of Attorney for Healthcare at the request of the Declarant, and that at the time of execution of said declaration, the declarant was over 18 years of age and of sound mind.

\_\_\_\_\_  
Notary Public

My Commission expires \_\_\_\_\_

## This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



# Ozark Center

we listen...we care

417.347.7600 | [ozarkcenter.com](http://ozarkcenter.com)

**Ozark Center is the area's largest and most comprehensive behavioral healthcare provider.**

Our staff of trained professionals offers programs and services to help patients and their families overcome behavioral health difficulties. Each individual and his or her family receives a specialized treatment plan.

**Ozark Center provides confidential services including:**

- Acute inpatient care
- Autism services
- 24-hour crisis hotline
- Behavior healthcare for children
- Crisis intervention
- Grief counseling services
- Individual, group, family, and marriage counseling
- In-home support
- Psychiatric services and medication management
- Residential care for adults and adolescents
- Substance abuse/addiction services