

Ranken Jordan Patient and Family Handbook

Taking care of
you and your
child



We are the “getting better” place.

Welcome to Ranken Jordan Pediatric Bridge Hospital. Our mission is to help your child make the most progress possible and a successful transition home.

Please visit often. And always let us know if there is anything we can do to make things easier for you and your family.

We’re here to take care of you, too.



When you come through our doors, you’ll see and hear kids laughing, playing and exploring. Our Care Beyond the Bedside model is designed to help your child get out of the hospital bed and back to life.

Table of contents

CLINICAL PASSWORD

PHONE NUMBERS

MAIN

314.872.6400

NURSING UNITS

314.872.6480 - West

314.872.6597 - East

SOCIAL SERVICES

314.872.6591

your child's care

Care Beyond the Bedside5

Environment of Healing6

Your care team 7

get started

What to bring 8

Patient mealtimes 9

Participation in patient care..... 9

Photography..... 9

visiting

Visiting hours 11

After hours..... 11

Guest identification and badges 11

Guest guidelines 11

Visiting areas 11

Infection protection 12

family resources

Food and dining 14

Overnight accommodations 14

Caregiver/Family Laundry 14

Internet access and phone calls..... 15

Lost and found 15

Smoking..... 15

Social Services..... 15

Patient Rights & Responsibilities 16

Transportation 16

Car seat safety 16

Safety 17

Comments and complaints 18

patient's rights

Notice of Nondiscrimination20

Communication Assistance Services... 21

Patient Rights and Responsibilities.....22

Notice of Privacy Practices.....24

maps

Hospital32

Hospital Security 33

YOUR CHILD'S CARE

GET STARTED

VISITING

FAMILY RESOURCES

PATIENT'S RIGHTS

MAPS

*Follow
me!*



We don't treat illnesses, we treat children.







No matter how sick they are, kids want to be kids.

Our *Care Beyond the Bedside* model gets amazing results for many kids.

We firmly believe it can make a difference for your child.

This is a place of healing and mutual respect.

AGGRESSIVE BEHAVIOR WILL NOT BE TOLERATED.

-  *No Abusive Language*
-  *No Threatening Behavior*
-  *No Physical Assault*
-  *No Harassment*
-  *No Illegal Drugs*
-  *No Weapons*

Anyone participating in any of the above activities can be removed from the property and prosecuted to the fullest extent of the law.

Your care team

Attending Physician:

Pediatric Nurse Practitioner:

Social Worker:
Care Coordinator:

Nurses:

Therapists:

For current updates and information, you may speak to your child's nurse by calling the Unit Secretary's Desk for their unit:

- West Unit: 314.872.6480
- East Unit: 314.872.6597

Your nurse will ask you for your child's password prior to providing an update on clinical information.

YOUR CHILD'S CARE

GET STARTED

VISITING

FAMILY RESOURCES

PATIENT'S RIGHTS

MAPS

Let's get started!



Getting started at Ranken Jordan

To make your child's stay safe and comfortable,

What to Bring

- ☐ Insurance information
- ☐ Social Security number
- ☐ Immunization records
- ☐ List of medications and allergies
- ☐ Emergency contact information
- ☐ Any prescribed therapeutic equipment (wheelchair, splints, etc.)

Clothing

The kids get dressed every day! Please bring four days' worth of clothing. Label each item with his or her name in permanent marker. Ranken Jordan can do patient laundry but if you choose to do your child's laundry, please pick up dirty clothing from the patient room by 8:30pm daily. We recommend loose fitting, comfortable, seasonally appropriate play clothes for indoors and outdoors. Ranken Jordan has clothes available for your child to borrow if they run out or need to be changed. Our kids love to do fun things, we expect them to get messy!

We aim to create a comfortable environment for our patients while prioritizing their safety and infection prevention. Please understand that we may need to remove any decorations or items that could pose a risk to patient safety or infection control measures.

Personal Items

We appreciate your help with maintaining the items at your child's bedside to 1 container of toys and 1 container of clothes. Container dimensions: 11.5" H / 13" L / 11.5" W. Anything that does not fit in the 2 bins will be sent home. Thank you for your cooperation.

Toys

Ranken Jordan has numerous developmentally appropriate toys for your child to borrow while they are inpatient. Please reach out to a member of your care team if your child needs any toys. Please label any personal toys, & limit toys to 1 provided container. Container dimension 11.5" H / 13" L / 11.5" W

What not to bring

- Latex balloons or flowers
- “R” rated movies or M rated games
- Movies, CDs, games, books or other items that promote violence, alcohol or drugs
- Concealed weapons, including firearms
- Alcohol and drugs
- Cigarettes, electronic cigarettes, or tobacco products
- Controversial or offensive clothing

Patient Mealtimes

Patients who are able, dine together in our dining room. We encourage you to be with your child at mealtimes. Daily menus, including alternative options, are posted by the kitchen counter and at the Unit Secretary's Desk. Please notify your nurse of any meal changes at least one hour before mealtimes which are:

- 8:00am-9:00am: Breakfast
- 12:00pm-1:00pm: Lunch
- 5:00pm-6:00pm: Dinner

Your medical team, dietitian, and therapists can help with questions about what your child can eat. They can also suggest foods if your child doesn't eat a regular diet. Any patient snacks and drinks eaten in their room must be nut-free.

Outside Food

Food brought in from the outside for patients may not be consumed in the patient dining room. Approved locations to eat outside food include:

- Corto's Pass
- Tables near Dierberg's Kitchen

Please refer to the Resources for Families section for Information on Caregiver food and dining.

Participation in patient care

Ranken Jordan recognizes the important role of parents, guardians, and caregivers. Please participate in providing care as much as possible!

Our complete **caregiver training** will help you develop the skills and confidence necessary to support and care for your child's medical needs at home.

Photography

To respect the right to privacy and confidentiality of all Ranken Jordan patients, please do not take pictures of anyone but your child and family.

***Tell
your
friends!***



Guest guidelines at Ranken Jordan

Visiting hours

Visiting hours are daily, 8:30 a.m. – 8:30 p.m. Each Patient may have up to 7 visitors at a time in the hospital with 2 in the clinical areas with the patient. For the safety and security of all Ranken Jordan patients, please follow all visitor policy rules listed below.

After hours

Parents, guardians, and caregivers may visit at any time but after hour visits should be limited to one family member (18 yrs. old or over and with an I.D.), and discussed ahead of time with your child's nurse, and preferably prior to visiting hours ending.

Guest identification and badges

All visitors must check in and out at the front desk and wear an approved Ranken Jordan ID badge visibly throughout their stay. Please bring a photo ID with you each time you visit.

Guest guidelines

- Visitors and staff may be required to wear Personal Protective Equipment (PPE) like gowns, gloves, masks and face shields, as Instructed by Infection Prevention.
- Guests must always be accompanied by staff in patient care areas.
- Children under the age of 16 must be accompanied by an adult.
- Please refrain from visiting If you are feeling unwell. Wait until you are symptom-free for at least 24 hours.
- All guests should wear appropriate attire and footwear.
- Visitors who are unable to comply with the above will be asked to leave.

Visiting areas

With a nurse's approval, patients may leave the Nursing Unit with a staff member, volunteer, guardian, or guest 16 years or older. See the map on page 36.

Infection prevention

To protect our patients and staff, please do not visit If you are ill.

- You can keep infections to a minimum by handling your child only.
- Please do not share your child's toys or belongings with other children.
- Please do not share your electronic devices with children other than your own.
- All guests must clean their hands when entering Ranken Jordan and before entering the nursing units.
- Washing your hands properly is one of the best ways to prevent the spread of infection. See below for more information.

Washing your hands according to the instructions below is one of the best ways to prevent the spread of infection.



1
Wet Hands



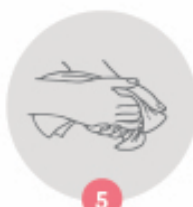
2
Apply Soap



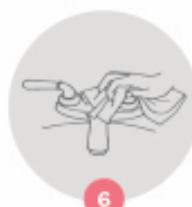
3
Lather for 15 seconds. Rub between fingers, back of hands, fingertips & under nails



4
Rinse well under running water



5
Dry hands well with paper towel or hot air blower



6
Turn taps off with paper towel, if available

Use of Hand Sanitizer



1
Apply product to palm of one hand



2
Put fingernails into product first and twist to get under nails



3
Rub hands together. Rub product over all surfaces of hands and fingers until hands are dry.

YOUR CHILD'S CARE

GET STARTED

VISITING

FAMILY RESOURCES

PATIENT'S RIGHTS

MAPS



***We're here
to help!***

Resources for families

Food and dining

To make your stay more comfortable, there is a microwave, refrigerator, and freezer to store your perishable food items in the family lounge. Please label and date all food items stored in and on top of the fridge. The fridges are routinely cleaned out and any Items that are older than one week, aren't dated or labeled will be thrown out. We also have a Company Kitchen with food, snacks, and beverages for purchase. You may also have food delivered or visit local restaurants. Contact your social worker to discuss available food options including caregiver meal options and grab and go snacks. Locations that are appropriate for food consumption include, Corto's Pass, and the tables outside of Dierberg's Kitchen.

Overnight accommodations

As the parent, guardian or caregiver you are a key member of your child's Care Team. It is important that you are well rested. When possible, we encourage families to return home overnight to get needed physical and emotional rest. For those families who live greater than 50 miles from Ranken Jordan, contact your social worker to discuss available lodging alternatives.

For those family members who choose to stay overnight, one family member is allowed after visiting hours. Showering is available in the locker rooms on the 2nd floor of the East Wing during business hours; please see a staff member to assist with access.

Caregiver/Family Laundry Room

- Located on the 2nd Floor East across from locker rooms.
- For caregiver use only.
- Caregivers should not launder patient belongings, only their personal belongings.
- Caregivers can sign up on the laundry room door for a time between 9:00 am - 9:00 pm.
 - Please be respectful of others and keep within your timeframe.
 - Only use the approved laundry detergent (ALL Free and Clear Liquid).
 - If you need laundry detergent, please let your nurse know and they can help you.
- Empty lint trap after every use.
- Make staff aware if you notice any issues with the washer or dryer.

Internet access and phone calls

Ranken Jordan is happy to provide wireless internet access for visitors throughout the hospital. Connection information is available at the reception desk. Please do not share electronic devices with patients other than your own.

Local calls can be made in the family visiting area and in the nursing unit. See your social worker for assistance with long distance phone calls.

Lost and Found

Please report all lost and found items to the front desk.

Smoking

Ranken Jordan Pediatric Bridge Hospital is a tobacco and smoke-free campus. The use of all tobacco products, smoking (including marijuana) and/or electronic cigarettes is prohibited within Ranken Jordan's building, outdoor areas, sidewalks, parking lots, and all other areas maintained by Ranken Jordan.

Social Services

Social workers at Ranken Jordan offer patients and families emotional, financial and social support.

Social workers are available 8:30 am – 6:00 pm, Monday through Friday and on call overnight and on weekends. In the event of an emergency, a member of the social work department is available 24 hours a day, 7 days a week.

Contact Social Services at **314.872.6591** for help with:

- Referral and provision of resources
- Advocacy
- Supportive counseling
- Transportation services
- Financial assistance
- Assessment of needs

Patient Rights and Responsibilities

At Ranken Jordan, we respect the personal rights and dignity of our patients and their families. For detailed information about Patient Rights and Responsibilities, please see page 22.

Transportation

If you require assistance with transportation, please contact your social worker.

Car seat safety

Ranken Jordan offers child passenger safety training and car seat fittings by certified technicians for patients.

Missouri Law Requires:

Missouri Revised Statute 307.179 requires all children under age 8 to be properly secured in an appropriate car safety seat or booster seat. This includes all cars, pickup trucks, SUVs and vans.

- Children less than 4 years old or less than 40 pounds must be in an appropriate car safety seat.
- Children 4 through 7 years old who weigh at least 40 pounds but less than 80 pounds and are less than 4 feet 9 inches tall must be in an appropriate car safety seat or booster seat.
- Children who weigh more than 80 pounds or are more than 4 feet 9 inches tall must be secured by a vehicle safety belt or appropriate booster seat.

“The Ultimate Car Seat Guide”:

<https://ucsg.safekids.org>

Local Car Safety Seat Inspection Stations:

- Safe Kids · www.safekids.org/events

Safety

One reason our Care Beyond the Bedside is so successful is because we place a special emphasis on safety and infection control at Ranken Jordan.

Help us keep Ranken Jordan safe for all our kids.

Accessibility and Communication

For assistive aids or access help, or communication assistance, contact Social Services: 314.872.6591. Please call first so we can better help you.

Accident prevention

- Always use patient safety devices when a child is in a highchair, wheelchair, gurney, infant seat, stroller, or feeder seat.
- Please do not leave your child's bedside without making sure side rails are in their proper safety position. Your nurse will assist you in learning how and when to use the rails.
- Do not leave medication of any kind at your child's bedside.
- Drinks with a lid are allowed in the Clinical Unit.
- Guests are not allowed to supervise other patients.
- All guests should wear appropriate attire and footwear.

Safe Patient Handling Program

The Safe Patient Handling Committee oversees patient lifting and transferring. Physical Therapy/ Occupational Therapy (PT/OT) will evaluate your child upon admission and as needed to determine their individual transferring and repositioning needs. Caregivers will be trained on necessary equipment and transfers. Caregivers are encouraged to participate in these transfers while at Ranken Jordan to become confident in care as you prepare to transition your child home. A Safe Patient Handling Committee member is available to speak with you regarding any questions or concerns related to your child's transferring and repositioning recommendations.

Emergency Pull Cords

For child safety in non-clinical areas, emergency pull cords are found throughout the common areas. Please locate all emergency pull cords before taking your child out of clinical areas. Find them on the Security Hospital Map on page 33.

We want to hear from you.

Ranken Jordan believes that your comments and complaints are **opportunities for improvement.**

We encourage you to voice opinions and concerns without fear of retaliation to future quality of care for your loved one. If you have a complaint, contact us in person, by phone, or in writing following the procedure below:

If possible, please speak with the person with whom you have a complaint first. If you're not satisfied, please speak with the person you feel can best assist you:

- Your nurse or therapist
- Director - Nursing Clinical Services
- Social Worker
- Manager - Physician Medical Staff

If you are still not satisfied, please contact the Director of Quality at 314.684.1813.

To report concerns or issues related to the care of children, you may also contact the Department of Health at 573.751.6400 or toll-free at 1.800.835.5465.

Ranken Jordan does not discriminate against any person on the basis of race, color, national origin, disability or age in admission, treatment or participation in its programs, services and activities, or employment. For further information about this policy, please contact the Director of Quality at 314.684.1813.

YOUR CHILD'S CARE

GET STARTED

VISITING

FAMILY RESOURCES

PATIENT'S RIGHTS

MAPS

*We want you
to know
your rights.*



Notice of Nondiscrimination

Ranken Jordan Pediatric Bridge Hospital complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Ranken Jordan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. Ranken Jordan provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats). Ranken Jordan provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages. **If you need these services, contact a Social Worker at 314.872.6591.**

If you believe that Ranken Jordan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

The Quality Department

11365 Dorsett Road, Maryland Heights, MO 63043

Phone: 314.872.6491

Fax: 314.684.1813

E-mail: QualityTeam@rankenjordan.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, a Social Worker is available to help.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html> and can be filed electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1.800.368.1019 or 1.800.537.7697 (TDD)

Communication Assistance Services

If English is not your primary language or you are hearing/visually impaired, **communication assistance services are available to you at no cost.** If you need these services, contact a Social Worker at 314-872-6591.

Español (Spanish)	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 314-872-6591.
繁體中文 (Chinese)	注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 314-872-6591。
Tiếng Việt (Vietnamese)	CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 314-872-6591.
Srpsko-hrvatski (Serbo-Croatian)	OBAVJESTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 314-872-6591.
Deutsch (German)	ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 314-872-6591.
العربية (Arabic)	بالمجان لك توافر يةاللغو المساعدة خدمات فإن، اللغة انكر تتحدث كنت إذا: طلبكم. برقم اتصل 314-872-6591
한국어 (Korean)	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 314-872-6591.
Русский (Russian)	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 314-872-6591.
Français (French)	ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 314-872-6591.
Tagalog (Tagalog – Filipino)	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 314-872-6591.
Deitsch (Pennsylvania Dutch)	Wann du [Deitsch (Pennsylvania German / Dutch)] schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 314-872-6591.
فارسی (Persian)	شما را اینگان برای زبانی بصورت تسهیلات فارسی گفتگو می کنید، توجه: اگر به زبان تملیس بگریید. 6591-872-314.
Oroomiffa (Cushite)	XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 314-872-6591.
Português (Portuguese)	ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 314-872-6591.
አማርኛ (Amharic)	ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ 314-872-6591.

Patient's Rights & Responsibilities

Our policy

In accordance with the mission, vision and values of Ranken Jordan, we recognize and affirm the patient rights described here. We provide information about patient rights and responsibilities to all our patients and their parents or guardians upon admission to Ranken Jordan.

Patient rights

As a patient at Ranken Jordan, you have the right to:

- Learn about the patient rights before receiving care.
- Be treated with consideration and respect.
- Be informed of and involved in the development and implementation of the plan of care.
- Participate in treatment decisions and make informed decisions about medical care.
- Receive information about the health status and prognosis, ask for and refuse treatment and be informed of the medical consequences of refusing treatment.
- Receive care in a safe environment and be free from any abuse, neglect, or harassment.
- Personal privacy, dignity, comfort, and protective oversight while a patient at Ranken Jordan.
- Confidentiality of medical information, access to the patient's medical record within a reasonable timeframe and ability to receive copies of the medical record at a reasonable photocopy fee as permitted by law.
- Make advance directives and receive care consistent with these directives if the patient is an adult.
- Have a family member or another person of the patient's choice and the patient's physician be promptly notified of the patient's admission to Ranken Jordan.
- Be informed about the visitation rights while at Ranken Jordan.

- Have personal possessions brought to Ranken Jordan be reasonably protected.
- Be free from any restraints or seclusion in any form unless medically required to keep the patient or others safe.
- Be informed of Ranken Jordan's grievance policies, including who to contact and how to file a complaint: Speak with the person with whom you have a complaint first. If you're not satisfied, please speak with the person you feel can best assist you. If you are still not satisfied, please contact the Director of Quality at 314.684.1813.
- To report concerns or issues related to the care of patients, you may also contact the Department of Health at 573.751.6400 or toll-free at 1.800.835.5465.
- Have any concerns about the care received reviewed and resolved and receive a written notice of Ranken Jordan's decision about those concerns in a timely manner.
- Participate in the discharge planning and be informed of available service options and a choice of agencies which provide the service.
- Be informed, upon request, about general information regarding the services received by the patient.
- Appoint a surrogate to make health care decisions on the patient's behalf as permitted by

Patient responsibilities

As a patient or patient representative, you are responsible to:

- Provide information that to the best of your knowledge is accurate and complete about all matters relating to your health.
- Ask questions when you do not understand your care, treatment, services or what you are expected to do.
- Follow your agreed-upon treatment plan and report any unexpected changes in your condition to your care team.
- Express any concerns about your ability to follow your proposed care, treatment, and services planned upon your discharge.
- Accept the outcomes if you do not follow the care, treatment, and service plan.
- Provide information about your financial status that to the best of your knowledge is accurate and complete. Ensure that the financial obligations for your healthcare are fulfilled as promptly as possible.
- Follow hospital rules and regulations affecting your care and conduct.
- Respect the rights, property, privacy, dignity, and confidentiality of patients, families, visitors, and staff members.

Notice of Privacy Practices

Your rights

You have the right to:

- Get a copy of your paper or electronic medical record
- Correct your paper or electronic medical record
- Request confidential communication
- Ask us to limit the information we share
- Get a list of those with whom we've shared your information
- Get a copy of this privacy notice
- Choose someone to act for you
- File a complaint if you believe your privacy rights have been violated

Your choices

You have some choices in the way that we use and share information as we:

- Tell family and friends about your condition
- Provide disaster relief
- Include you in a hospital directory
- Provide mental health care
- Market our services and sell your information
- Raise funds

Our uses and disclosures

We may use and share your information as we:

- Treat you
- Run our organization
- Bill for your services
- Help with public health and safety issues
- Do research
- Comply with the law
- Respond to organ and tissue donation requests
- Work with a medical examiner or funeral director
- Address workers' compensation, law enforcement and other government requests
- Respond to lawsuits and legal actions

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.

Get an electronic or paper copy of your medical record

You can ask to see or get 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 health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say “yes” unless a law requires us to share that information.

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

Get 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 using the information on Table of Contents page.

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 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 get payment from health plans or other entities.

Example We give information about you to your health insurance plan so it 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 see:

www.hhs.gov/ocr/privacy/hipaa/understanding/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

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

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.

We do not create a hospital directory. We will share your health information with your family members and friends involved in your care or any other person identified by you in accordance with our procedures which we will explain to you.

Some state laws have special protections for very sensitive medical information (for example, information about mental health, HIV or drug abuse). If state laws restricts sharing of your health information, without your consent, we will comply with the law.

How else can we use or share your health information?

- 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/ocr/privacy/hipaa/understanding/consumers/noticepp.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, in our office and on our website.

Effective Date: September 23, 2013

This Notice of Privacy Practices applies to the following organizations:

This Notice also applies to our affiliated physicians when they provide services at Ranken Jordan. Through participation in the organized health care arrangement (OHCA), Ranken Jordan and the affiliated physicians may share medical information with each other as necessary for treatment, payment and health care operations. The OHCA relationship among the hospital and the affiliated physicians with respect to sharing of medical information does not impact the independent nature of such physicians while providing services at the hospital. These independent physicians are solely responsible for their own judgment and conduct in providing professional services and for their compliance with applicable laws.

If you have questions or would like more information about our privacy practices, you may contact our Compliance Officer:

Amy Ball, JD, MHA

Phone: 314.872.6491

Email: amy.ball@rankenjordan.org

YOUR CHILD'S CARE

GET STARTED

VISITING

FAMILY RESOURCES

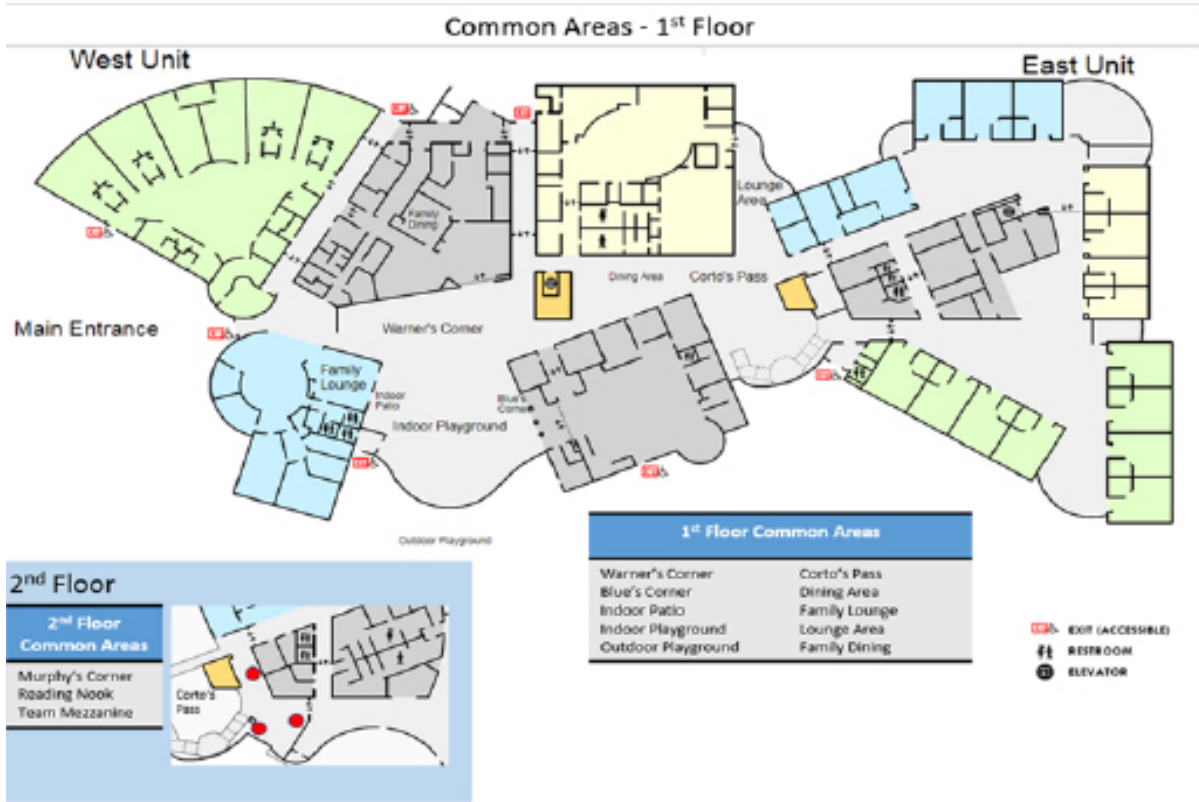
PATIENT'S RIGHTS

MAPS

**Get on
your way!**



Hospital Map




Our visiting areas are designed to give you and your child a place to play, connect with other families, visit or just relax. You are welcome to take your child to any of these areas with permission from your child's nurse.

Security



Main Level

LEGEND

 Emergency Pull Cord

Hospital security

Ranken Jordan security guards are off-duty law enforcement officers who patrol both the inside and outside areas of the hospital and grounds and provide surveillance of the parking lots 24 hours/day. Security guards are also available to escort visitors to and from their vehicles upon request.

Please discuss any questions or concerns regarding you or your child's security with your child's nurse.

Notes

[illegible]

[illegible]



RankenJordan[®]

PEDIATRIC BRIDGE HOSPITAL

Transitioning kids from hospital to home

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11365 Dorsett Road Maryland Heights, Missouri 63043
tel 314.872.6400 **toll free** 1.866.845.6400 www.rankenjordan.org