



Logan
Memorial Hospital

OUTPATIENT INFORMATION





Smart Cookie.

Early detection is the best way to beat breast cancer—and a mammogram is the best means of early detection. This simple screening can spot a cancerous lump years before you could find it yourself. More good news: Thanks to superior imaging, the digital mammography offered at Logan Memorial Hospital can be up to 28% more accurate than previous methods. If you're a woman age 40 or over, you should get a mammogram once a year. It's the defense that makes sense.

Keep Tomorrow Healthy. Schedule A Mammogram Today.
Call **270-726-1267**



www.loganmemorial.com



Welcome

Thank you for choosing Logan Memorial Hospital for your healthcare needs. Our entire staff is committed to your health and the health of our community.

This Patient Guide is provided to you in an effort to keep you informed about your hospital visit. This guide covers the Registration process, Financial Expectations, Patient Rights and Responsibilities, and many other topics we feel that you should be aware of.

Feel free to discuss any problems, questions or concerns with a member of our staff. If you would like to discuss your concerns with Administration, please call us at 270-725-4515. Additionally, if you have positive comments to share, please pass them along as well.



Sincerely,

James L. Bills
Chief Executive Officer

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Important Phone Numbers

Administration.....	270-725-4515
Billing.....	270-725-4556
Cardio/Pulmonary Rehab.....	270-725-4792
Case Management.....	270-725-4572
ER Waiting Room.....	270-725-4823
Gift Shop.....	270-725-4818
ICU/CCU Waiting.....	270-725-4766
Information Desk.....	270-725-4818
MedAssist Representative.....	270-725-4550
Medical Records.....	270-725-4520
Patient Financial Services Director.....	270-725-4551
Physical Therapy.....	270-726-2225
Physician Referral.....	270-725-4601
Registration	
ER Registration.....	270-725-4559
Inpatient & Outpatient Registration.....	270-725-4557
.....	270-725-4553
Registration Supervisor.....	270-725-4588
Respiratory Therapy.....	270-725-4792
Sleep Center.....	270-725-4792
Surgery Waiting Room.....	270-725-4689
Volunteer Director.....	270-725-4530





COMPREHENSIVE STATE OF THE ART SERVICES INCLUDE:

- Acute Care capabilities including negative pressure isolation and telemetry monitoring capabilities
- Cardiopulmonary Rehabilitation Center
- Diagnostic Imaging Services
 - Digital Mammography, Bone Densitometry, CT Scan, Fluoroscopy, Echocardiography, MRI services, Nuclear Medicine, 3-D Ultrasound including vascular studies
- Emergency Department - physician staffed 24 hours
- Infusion Center
- Intensive Care Unit
- Joint Replacement Center with Arthroscopy
- Laboratory Services
- Physical Therapy
- Surgery Center, including
 - Cataract Extraction & Lens Implant
 - Cystoscopy Suite for treatment of bladder problems and incontinence
 - Endoscopy Lab for treatment of gastric disease such as gastric reflux
 - Laparoscopy
- Sleep Disorder Center

VOLUNTEERS

Logan Memorial Hospital's patients and staff benefit from valuable services provided by our volunteers. Volunteers staff the information desk, surgery waiting area and gift shop. They also assist with many other duties including delivering mail and flowers. If you would like to join the volunteer program, or to learn more, please call the Director of Volunteers at 270-725-4530.

COMMENTS AND SUGGESTIONS

We value your feedback, either positive comments or suggestions for improvement. Please feel free to share your thoughts with any member of our staff.





General Information

THE REGISTRATION PROCESS

All patients are required to go through the hospital registration process in order for the departments to accurately perform and record your stay with us. Our main priority is to perform the registration process as quickly and accurately as possible.

Your Registration Representative is required to ask you detailed questions in order to complete this process. You will be asked to provide photo Identification and proof of Insurance (if available). In order to maintain accuracy standards with your billing statement, we must verify this information on each visit to our facility.

Once the registration process has been completed, you will be asked to sign a treatment authorization form allowing us to perform the service(s) your Physician has ordered. You may also be asked to sign additional forms. Your Registration representative will explain these forms to you prior to requesting your signature.

The Registration Representative may ask you to pay any known Co-payments or Deductibles due on your Insurance policy. Payment is expected prior to receiving services at our facility. If you do not have any insurance coverage or you have insufficient insurance coverage, Logan Memorial Hospital is pleased to provide, at no additional cost to you, Kentucky program eligibility screening services. If you are in need of this service, please contact a MedAssist Representative as soon as possible as there are time restrictions involved in the eligibility process. You can also visit a MedAssist Representative in person during regular business hours. Please ask your Registration Representative for directions to their office. MedAssist office hours are Monday-Friday 9:30AM to 6:00 PM and can be reached at 725-4550.

If you have additional questions about the registration process, please feel free to call 725-4551.

Logan Memorial Hospital is governed by EMTALA regulations regarding Non-discriminatory treatment and stabilization of patients presenting with an emergency medical condition.

FINANCIAL ARRANGEMENTS

When you are registered, you should confirm financial arrangements for your care. If you have insurance, you must

bring your policy identification card and other pertinent information with you to the hospital. Medicare and Medicaid patients must also bring applicable identification cards.

Some insurance companies require pre-certification for certain procedures. It is the patient's responsibility to know their requirements and coverage. The patient's physician should be advised of these requirements. This process must be completed before registration. If this has not been done in accordance with the policy's requirements, insurance benefits may be reduced or denied.

As a courtesy, we will accept verifiable third-party coverage and help in any way possible to expedite your claim. However, please remember that the patient is ultimately responsible for their hospital bill because an insurance policy is a contract between the patient and the insurance company. Most hospital insurance plans do not fully cover hospital bills. Hospitals and doctors charge separately. You may receive a separate bill from the physician, nurse anesthetists, pathologist or radiologist. In most cases, physicians are not employees of the hospital. If you have questions about your coverage or your bill, please call the Billing Office and we will be happy to help you. (See the Phone Listing at the front of this guide.)

THE BILLING PROCESS

After you have received services, we will be happy to provide an estimated charge summary to you upon your request. Please see any Registration Representative to request this information.

If you have insurance coverage, the Business Office will promptly submit a claim on your behalf based on the insurance information you provided during the registration process. (Please refer to the benefits on your specific policy to make sure all required certifications have been made for the service(s) you received to prevent possible denials in payment from your Insurance carrier.)

General Information Continued

Once the Insurance carrier has processed the appropriate benefits on your claim (usually about 30-60 days), the Business Office will issue a balance due statement to you. Payment in full is expected upon receipt. If you have any questions about the hospital billing statement and/or billing process, please feel free to call 270-725-4549 and they will be happy to assist you.

You can also ask billing questions or pay your bill online by accessing our website at www.LoganMemorial.com. All questions will be answered with 24 working hours of receipt. Your concerns are our top priority.

CAFETERIA

The cafeteria is open to visitors for breakfast and lunch, seven days a week. Breakfast hours are 7:30 AM to 8:30 AM. Lunch hours are from 11:00 AM until 1:00 PM. Please note that no meal is served after 1:00 PM.

Snacks and soft drinks may be purchased 24 hours a day from the vending machines, located in the main hallway just outside of the cafeteria.

DISCHARGE PLANNING

Once the physician has given orders for you to leave the hospital, a nurse will begin the discharge process. A Discharge Planning nurse will educate you on any new medications, home health care (if needed), and will assist in making a follow up appointment with your physician. Once you arrive home, the Patient Liaison will call and check on your well-being within the next 48-72 hours. If you have questions or concerns, feel free to call her at 725-4605.

FAMILY WAITING ROOMS

For the convenience of your family and friends, Logan Memorial has a waiting room located near Surgery. The telephone number for surgery waiting is 725-4689.

GIFT SHOP

The Gift Shop is located near the main entrance of the hospital and offers cards, balloons, toiletries, candy and more. Hours are 9:00 AM to 4:00 PM, Monday through Friday. See a volunteer at the front desk for assistance.

HIPAA PRIVACY RULE

The HIPAA Privacy Rule requires all medical personnel and facilities to protect the privacy of our patient's health information. A hospital representative will give you the option to have your health care information shared with your family, friends or others involved in your care or payment for your care. You can grant permission or decline to have your care discussed with others. If you are unable to express your wishes, your health care provider may discuss your health information with those involved in your care if he or she believes (in his or her professional judgment) that it is in your best interest to have that information shared. The health care provider may not share information about past medical problems that are unrelated to your current condition. HIPAA does allow your health care provider to share your health information with an interpreter who is approved to help communicate with you or your family, if you do not object.

INFECTION CONTROL

What is Infection Control?

Infection Control is a process to prevent infections among patients, healthcare workers, and visitors. Preventing infections is important to help patients recover quickly and stay healthy. These rules work well to prevent infections at home too.

Due to infection control regulations patients must dial 4697 to request a Bible. If a phone book is needed, please ask your nurse to provide you with one.

General Information Continued

How are Infections Spread?

- Infectious organisms (germs) can be found in wounds, respiratory secretions, urine, and blood, and can be carried on hands and clothing.
- Germs are spread by:
 - Direct contact**, such as touching an open wound, runny nose, or rubbing eyes with unwashed hands.
 - Indirect contact**, such as sharing a drink, eating from the same utensil, biting from the same sandwich.
 - Being carried in droplets** through the air, such as when people sneeze or cough.

How Can We Prevent the Spread of Infection?

Washing hands well using soap and water and rubbing hands together for at least 15 seconds is the best way to prevent the spread of infections. Every Logan Memorial Hospital patient room and patient care areas are equipped with alcohol-based hand sanitizers for when your hands are not visibly soiled. Keeping immunizations up to date is also important. Hospitals also utilize isolation precautions to help prevent infections from spreading.

Isolation Precautions

In healthcare settings, it is sometimes necessary to take extra precautions when a patient has a particular type of infection. These extra precautions include wearing gloves, masks, and gowns depending on how the germ is transmitted. Gloves, masks, and gowns are called Personal Protective Equipment (PPE). The purpose of wearing PPE is to protect the health of patients, healthcare workers, and visitors by preventing germs from being spread on hands, clothes, or even nasal passages. Even though you may not get sick from being exposed to a particular germ, you could carry that germ to someone whose immune system is weaker, causing that person to become infected. Be extra cautious about moving from an isolation room to any other area, including waiting rooms, other patient rooms, dining room, and when going home to family members that may include children and elderly.

***Visitors to an isolation room may need to wear gloves, masks, or gowns.*

REPORT TO THE NURSE'S STATION BEFORE ENTERING THE ROOM.

It is very important to wash your hands thoroughly when leaving an isolation room so you do not take germs out with you.

If you have questions about isolation or personal protective equipment, please see the Nurse or call the Infection Control Nurse at hospital extension 4697.

By following proper infection control practices, we can prevent infections from spreading. Infection control is everyone's responsibility!

PASTORAL CARE

Chaplains are available, upon request, for crisis counseling, support in facing illness and help with the spiritual concerns of patients and families. The staff at Logan Memorial will contact a member of the clergy of any denomination for you.

PATIENT SATISFACTION

Logan Memorial Hospital takes great pride in making sure patients leave our facility satisfied. If at any time during your stay you are unsatisfied with the care delivered, or see an opportunity for improvement, please call 725-4515. A member of our Administrative team will be in contact with you promptly. In an effort to strive for constant quality improvement, Logan Memorial Hospital has contracted with Healthstream Research to administer patient satisfaction surveys. These are completed for the following departments: inpatients, outpatients, and emergency department. If you receive a call from Healthstream Research, we would truly appreciate you completing the brief survey about the hospital experience. This input will assist us in improving the care offered to our community.

SECURITY

In an effort to provide our patients, staff and guests a safe environment all doors will lock at 9 pm daily. Those needing to enter the building after 9 pm will need to use the ER entrance and be let in. The doors will automatically unlock at 5:30 am daily. Individuals attempting to leave the building during "secure hours" are able to do so freely.

SMOKING POLICY

To protect your health and the health of others, Logan Memorial is a smoke-free campus. This means that use of tobacco products (including electronic cigarettes) is prohibited on all of our properties, both inside and out, including the parking lots. All cigarettes must be kept inside your car, not thrown on the ground.

This policy applies to everyone—patients, employees, and visitors. In the interest of good health and to support our dedication to healthy living, we hope you will abide by this policy.

Access to Services & Advance Directives



All patients at Logan Memorial Hospital have the right to communication in a language the patient can understand. This includes individuals with impaired hearing and vision, as well as non-English or limited-English speaking individuals.

If you require a communication aid, please inform the registration clerk or your nurse.

Access features include:

- Interpreters for non-English or limited-English speaking individuals.
- Convenient parking designated specifically for disabled persons.
- Curb ramp between the parking area and the building.
- Fully accessible offices, meeting rooms, bathrooms, public waiting areas and patient treatment areas - including patient rooms.
- Assisted and communication aids are provided to persons with impaired hearing, vision, speech or manual skills without additional charge.

Some of these aids include:

- Sign language interpreters for the hearing impaired.
- Readers and taped material for the blind.
- Writing material/communication boards.
- Assisted devices for persons with impaired manual skills.

ADVANCE DIRECTIVE

“Advance Directive” is a term that applies to documents that indicate a patient’s wishes about health care decisions. Living wills and durable power of attorney are examples of advance directives. Assistance is available to patients who wish to complete an advance directive. (Assistance is provided by a social worker and a hospital notary.) **If you already have an advance directive, please make sure the hospital has a copy of this.**

All immediate family members should become involved in deciding whether to approve or reject life-sustaining treatment. In making this decision, keep in mind that an Advance Directive is not irrevocable. It can be reversed. If there should be a sudden and unexpected improvement in the patient’s condition, for example, then the order could be reversed and a code would be called in the event of cardiac or respiratory arrest.

If the decision is made that one should not have life-sustaining treatment and the doctor authorizes a no-code order, it does not mean that all medical and nursing care will be withheld. We will continue to provide supportive care. The patient will be kept as comfortable as possible. Medications will be administered to relieve pain. The patient’s condition will be monitored closely so that any changes will not go unnoticed. Please feel free to discuss these concerns further with the nurses and doctors.

Definitions of some commonly used terms:

Cardiopulmonary Resuscitation (CPR): An emergency procedure consisting of artificial respiration and manual chest compressions, performed in an attempt to revive a patient who has gone into cardiac arrest (breathing stops).

Code: The summoning of a special team of doctors, nurses, and technicians to start CPR when a patient has gone into cardiac or respiratory arrest.

No Code: An order written and signed by a patient’s doctor instructing the hospital staff not to begin CPR on that patient (usually one who is terminally ill and near death) if he or she goes into cardiac or respiratory arrest.

Life-Sustaining Treatment: Any medical procedure or intervention that serves only to postpone the moment of death.

You may request a Living Will during registration or download one at www.LoganMemorial.com



Your Rights As a Patient

While in the hospital, your rights include:

Information

1. To be well-informed about your illness, possible treatments and likely outcome, as well as unanticipated outcomes, and to discuss this information with your doctor.
2. To know the names and roles of the people treating you.
3. To review your medical record and have the information explained, except when restricted by law.
4. To receive effective communication in a language you can understand at no cost to you. (See the Access To Services section for more information.)
5. To know if this hospital has relationships with outside parties that may influence your treatment and care. These relationships may be with educational institutions, other health care providers or insurers.
6. To be told of realistic care alternatives when hospital care is no longer appropriate.
7. To know about hospital rules which affect you and your treatment, including information about charges and payment methods.
8. Right to request a discharge planning evaluation anytime during your hospital stay.
9. To know about hospital resources, such as a patient representative or ethics committee that can help you resolve problems, handle complaints, or answer questions about your hospital stay and care. This can be accomplished by contacting Administration at (270)725-4515, the Office of Inspector General at (270) 889-6052, the Kentucky Department for Health Services (502-564-2888), the Joint Commission's Office of Quality Monitoring (800-994-6610), the Centers for Medicare and Medicaid Services (877-267-2323) or the Medicare Quality Improvement Organization (844-430-9504).

Privacy

1. The right to privacy, personal security and confidentiality of information. The hospital, your doctor, and others caring for you will protect your privacy as much as possible. All information concerning your medical care and records will be treated in a confidential manner.
2. To expect that treatment records are confidential unless you have given permission to release information or reporting is required as permitted by law. (See the HIPAA Privacy Rule section for more information.) When the hospital releases records to others (such as insurers) it emphasizes that the records are confidential.

Treatment

1. The right to receive considerate and respectful care.
2. To receive care in a safe setting free from all forms of abuse or harassment and to access protective services, if necessary.
3. To receive a prompt response to concerns and resolution of conflicts.
4. To expect that the hospital will give you necessary health services to the best of its ability. Treatment, referral or transfer may be recommended. If transfer is recommended or requested, you will be informed of risks, benefits, and alternatives. You will not be transferred until the other institution agrees to accept you.
5. To remain free from restraints of any form that are not medically necessary, or are used as a means of coercion, discipline, convenience or retaliation by the staff.

As a patient at Logan Memorial Hospital, you are entitled to certain rights. First and foremost is the right to healthcare that is unbiased and free of prejudice based on your race, sex, national origin, religion or any other factor. We respect your cultural and spiritual views on health and illness.

Make Decisions About Your Own Care

1. To participate actively in the development, implementation and decision-making regarding your medical care, including end-of-life and ethical issues.
2. To have family participation in health care decisions. However, you may also choose to exclude any or all family members from participating in your health care decisions.
3. To consent to or decline a treatment, as permitted by law, throughout your hospital stay. If you refuse a recommended treatment, you will receive the most effective care the hospital otherwise provides. In the event that you refuse treatment you have the right to be informed of the medical consequences of that decision.
4. To have an advance directive, such as a living will or health care proxy. These documents express your choices about your future care or name someone to decide your care plan if you cannot speak for yourself. If you have a written advance directive, you should provide a copy to the hospital, your family and your doctor. (See the Advance Directive section for more information.)

Pain Management

Your rights with respect to pain management include:

- a. To receive information about pain and pain relief measures.
- b. Appropriate assessment of pain management.
- c. Health professionals who respond quickly to reports of pain.
- d. To have your reports of pain believed.
- e. A systemic pain management approach
- f. Physicians dedicated to pain management.

Patient Responsibilities



As a patient, you are a partner in your hospital care. The following patient responsibilities are designed to help you become a well-informed participant in your treatment decisions. To get the most from your hospital stay, please communicate openly with the healthcare professionals who are treating you.

Your responsibilities as a patient include:

Information and Communication

1. Provide complete information about your health, including past illnesses, hospital stays and use of medicine.
2. Answer all questions about your health as truthfully and completely as possible. Provide any and all information that you feel may be important, even if your doctor or nurse does not ask a specific question about that topic.
3. You must provide accurate insurance information to the hospital and work with the hospital to make financial arrangements if needed.
4. If you do not understand something, ask questions until you do.
5. If you believe you can't follow through with your treatment, you are responsible for telling your doctor.
6. Report anything unusual to your doctor, such as any changes in your condition.
7. Ask questions about every part of your care until you are comfortable in making the best and most informed decisions.
8. You are responsible for recognizing the effects your daily lifestyle have on your personal health. It is up to you to make choices that will positively impact your health.
9. You and your visitors are responsible for being considerate of the needs of other patients, staff and the hospital.

Safety

(For more information, see the SPEAK UP For Safety section.)

Pain Management

Your responsibilities with respect to pain management include:

1. Ask what to expect regarding pain and pain management.
2. Discuss pain relief options with your physician or nurses.
3. Work with your doctors and nurses to develop an effective pain management plan.
4. Ask for relief when pain first begins. Follow up if pain continues.
5. Help the physician and nurses accurately assess your pain.
6. Tell the physician or nurse about any worries you may have about taking pain medication.

References: CON of Participation 482.13 May 2001





Healthcare is a partnership between a patient and the healthcare providers caring for the patient. It is important that patients are informed about their care and condition. The S.P.E.A.K. U.P. program is meant to help patients take an active role in their care.

Speak up if you have questions or concerns. If you don't understand something, don't be afraid to ask questions until you do. The more information you have, the more confident you will feel about your treatment.

SPEAK UP FOR PATIENT SAFETY

Healthcare is a partnership between a patient and the healthcare providers caring for the patient. It is important that patients are informed about their care and condition. The S.P.E.A.K. U.P. program is meant to help patients take an active role in their care.

Speak up if you have questions or concerns. If you don't understand something, don't be afraid to ask questions until you do. It's your body and you have a right to know and understand the conditions that affect it.

Pay attention to the care you are receiving. Make sure you are getting the right treatments and medications by the right health care professionals. Ask people to identify themselves when they come into your room to be sure they should be there. Before having a procedure, ask to make sure they have the right patient and are doing the correct procedure.

Educate yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan. Write down important facts your doctor tells you, so that you can look for additional information later. Thoroughly read all your medical forms and make sure you understand them before you sign anything. If you don't understand, ask the nurse or doctor for an explanation.

Ask a trusted family member or friend to be your advocate. He or she can help you ask important questions and can help you remember answers or speak up for you when you cannot. Make sure this person understands your preferences for care and wishes concerning resuscitation and life support.

Know what medications you take and why you take them. If you are given a medication you do not recognize, verify that it is for you. Make sure you have the correct medication, in the correct dose. (See "Medication Safety" for more information.)

Use a hospital, clinic, surgery center or other type of healthcare organization that has undergone a rigorous on-site evaluation for established quality and safety standards. If you have more than one hospital or facility to choose from, ask your doctor which one offers the best care for your condition. Go to Quality Check at www.jointcommission.org to find out whether your hospital or other health care organization is accredited.

Participate in all decisions about your treatment. You and your doctor should agree on exactly what will be done during each step of your care. Don't be afraid to seek a second opinion. The more information you have, the more confident you will feel about your treatment.

What You Should Know About HIV/Aids & Smoking Cessation – Tips for Success



AIDS is the Acquired Immune Deficiency Syndrome—a serious illness which makes the body unable to fight infections. A person with AIDS is very susceptible to certain infections and cancers. When a person's body cannot fight off infections, they become ill and sometimes die. AIDS is caused by a virus called Human Immunodeficiency Virus, or HIV.

TRANSMISSION:

HIV Can Be Spread By:

- Sexual contact (oral or vaginally) with an infected person when blood, semen, or cervical/vaginal secretions are exchanged.
- Sharing a syringe/needle with someone who is infected.
- Receiving contaminated blood or blood products (very unlikely now because blood used for transfusions has been tested for HIV antibodies since March 1985).
- An infected mother may pass HIV to her unborn child before or during birth.

You Can Not Get HIV By:

- Sharing food, utensils, or plates.
- Touching someone who is infected with HIV.
- Donating blood (this has never been a risk for contracting HIV).
- Using public restrooms.
- Being bitten by mosquitoes or any other insect.

PREVENTION:

- Do not share needles or syringes with anyone.
- Do not have intercourse except with a permanent partner whom you know is not infected. If you choose to have sex, use a latex condom along with spermicide containing Nonoxynol-9 every time you have sex.
- Educate yourself and others about HIV infections and AIDS.

TREATMENT:

Early diagnosis of HIV infection is important! Persons with HIV must get prompt medical treatment. Call your local health department or the KY AIDS hotline at 1-800-654-AIDS.

At Logan Memorial Hospital, we provide quality care to all patients regardless of age, color, creed, sex, national origin, handicap or HIV status.

SMOKING CESSATION TIPS FOR SUCCESS

Smoking is harmful to your health and well-being. Because we care about your health, your family's health and your community's health, listed below are tips toward successful smoking cessation:

- Review your reasons for quitting.
- Think of quitting in terms of one day at a time.
- Keep oral substitutes handy. Try carrots, celery, apples, raisins, or sugarless gum.
- Reward yourself for resisting the urge.
- Drink large quantities of water and fruit juices.
- If you get the urge to smoke after a meal, try brushing your teeth.
- When you get a craving try the following:
 - Breathe deeply through your nose and exhale (repeat 10 times).
 - Take a five-minute walk or do some other physical activity.
 - Doodle or use a stress ball to keep your hands busy.
 - Call a friend and talk.

Call the American Cancer Society for information on the "fresh start" program at 1-800-227-2345 or the local program at 782-3654 or on the internet at www.cancer.org.

The purpose of The Joint Commission survey is to evaluate the hospital's compliance with evidence-based quality standards established under The Joint Commission. The survey results are used in the determination of Logan Memorial's accreditation status. The Joint Commission standards deal with hospital quality, safety of care issues, and the safety of the environment in which care is provided.

Anyone who feels that he or she has pertinent and valid information about such matters may contact The Joint Commission. Such requests should be submitted as below:

HOW TO FILE A COMPLAINT WITH THE JOINT COMMISSION

A complaint may be sent by email, fax or mail. The issues should be summarized in one or two pages and include the name and address (including street, city and state) of the healthcare organization.

Email: complaint@jointcommission.org

Fax: Print a "Quality Incident Report Form" for submission from www.jointcommission.org and fax to:
Office of Quality Monitoring (630) 792-5636

Mail: Print a "Quality Incident Report Form" for submission from www.jointcommission.org and mail to:

Office of Quality Monitoring
Joint Commission on Accreditation
of Healthcare Organizations
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181

If you have any questions about how to file a complaint, you may contact The Joint Commission at (800) 994-6610 from 8:30 AM to 5:00 PM CST.

When submitting a complaint to Joint Commission about an accredited organization, you may provide your name and contact information, or you can submit your complaint anonymously. Providing your name and contact information allows The Joint Commission to inform you about the actions taken in response to your complaint, and also to contact you if additional information is needed.

Additional information about the scope of filing a complaint is available at www.jointcommission.org in the section titled "Report a Complaint".

The Joint Commission's Office of Quality Monitoring will acknowledge in writing or by telephone requests for filing a complaint.

Logan Memorial Hospital promotes a blame-free culture of reporting concerns, focusing on issues that will enhance the quality of care for every patient.



MISSION STATEMENT:

For Logan Memorial
Hospital to be the
hospital where:

- Patients choose to come
- Employees want to work
- Physicians prefer to practice



1625 Nashville Street • Russellville, KY 42276
(270) 726-4011 • www.LoganMemorial.com