



We are Committed to Exceptional Care!

Marianjoy is committed to EXCEPTIONAL care, service EXCELLENCE and outstanding patient SATISFACTION. This is why we subscribe to a national patient survey to gather feedback from our patients on the care we provide. After discharge, you will be receiving a survey in the mail. On this survey, the rating of 5 is the highest score. At Marianjoy, we want to ensure that the care you receive can be rated at the highest level. We are committed to resolving any issue that may impact your overall patient satisfaction, safety, treatment or care. If you have additional needs, or if any aspect of your care does not meet your expectations, please contact the Patient Advocate at 630-909-7080 or contact the Nurse Manager, who can be reached at the phone number displayed in your room.



INPATIENT • OUTPATIENT • SUBACUTE • PHYSICIAN CLINICS

26W171 Roosevelt Road • Wheaton, Illinois 60187
630-909-8000 • www.Marianjoy.org

1009 4K



A Guide to Your Room



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Thank you for selecting Marianjoy for your healthcare needs. When you arrive you will discover that your room has several features designed to enhance your healing experience.

Personal Care and Storage



Most rooms at Marianjoy are private and have a spacious, wheelchair accessible bathroom. An armoire is available for you to hang your clothes and store your personal items. A safe is located inside the armoire for storage of valuable or personal items.

Instructions for using the safe are posted on the safe itself. If you need assistance, please ask your nurse.

Information Posted in Your Room

On the white "Communication Board" in your room your nurse will write his/her name, your room number, your physician's name, and the SpectraLink phone number to use to dial your nurse directly from your telephone. Other information will be added to the white board during your stay including your discharge date.

Your Patient & Family Education Handbook

Your Patient Education Handbook contains information regarding your medical condition, medications and therapy exercises. It is a helpful resource during your stay and after discharge.

For Your Safety

Your physician and/or nurse will let you know if it is safe for you to get out of bed and use the bathroom alone. Each bathroom is equipped with an emergency call light. If at any time you need assistance while in the bathroom, pull the cord and your nurse will be notified immediately.

Supportive Side Rails

Your hospital bed side rails are electronically equipped and have directional arrow buttons that allow you to move the head of the bed, the foot of the bed, or move the entire bed up and down. A nurse "call light" is also located on the side rail.

Telephone Access

Your room is equipped with a telephone. Your room number is also your telephone number. Friends and family can call you direct by dialing **630-909-the number 8, and the last three digits of your room number**. For example, if your **room number is 2218**, your telephone number is **630-909-8218**.

All Illinois calls are free of charge, but for long distance calls outside of Illinois you will need to use a calling card or make a collect call. To make a call, dial (9) to connect to an outside line, then dial (1), the area code, and the telephone number you are trying to reach.

Visiting Hours

Visiting hours are 9:00 a.m. to 8:00 p.m. If a visitor or family member needs to visit before or after these hours, please notify your nurse. Immediate family members are welcome to attend your therapy sessions between 8:00 a.m. and 4:00 p.m. Other visitors can spend time with you between 11:30 a.m. and 1:00 p.m. or after 4:00 p.m. Please note, visitors under the age of 12 must be supervised by an adult at all times.

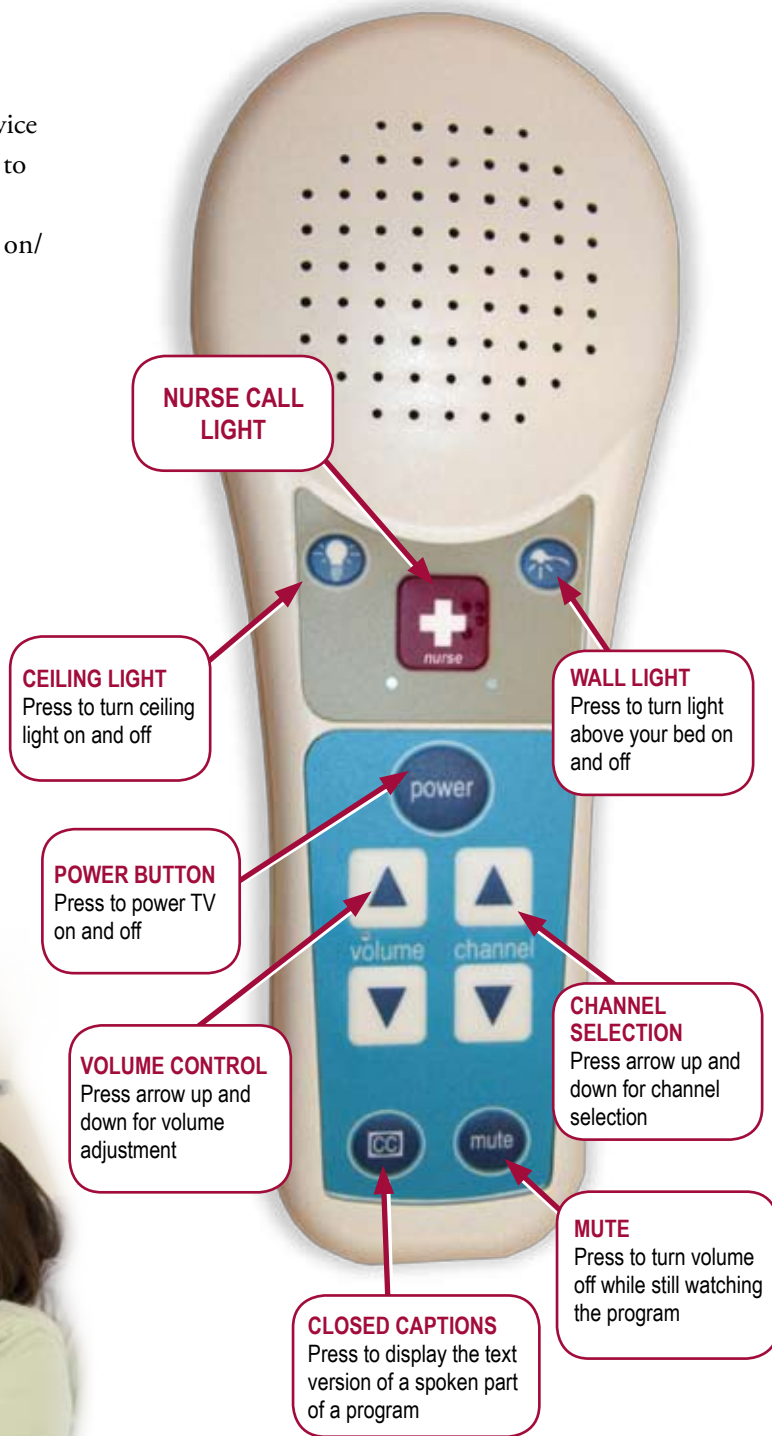
About Your Pillow Speaker Device

Your bed is equipped with a pillow speaker device that controls your television. When you want to watch television, the controls on your pillow speaker will enable you to turn your television on/off, scroll through the channels and adjust the volume.



A “call light” for your nurse is also located on the pillow speaker device. Pressing the nurse button will illuminate the call light outside of your room and at the nursing station to alert the nursing staff of your request for assistance. Your nurse will respond as quickly as possible.

An alternative remote control is available upon request.



MARIANJOY TV CHANNEL GUIDE

Go to channel 2 to view all stations

3	SLEEP “SERENITY”	28	A&E
7	CBS	29	ABC FAMILY
8	WYCC (CH. 20)	30	E!
9	NBC	31	COMEDY CENTRAL
10	WWMF (CH. 23)	32	TNT
11	ABC	33	USA
12	WCIU (CH. 26)	34	TBS
13	WGN	35	LIFETIME
14	WFLD (CH. 32)	36	SCI-FI
15	WTTW	37	HGTV
16	TELEMUNDO	38	ANIMAL PLANET
17	UNIVISION	39	DISCOVERY
18	GALAVISION	40	HISTORY
19	FOX NEWS	41	TLC
20	CNN	42	TRAVEL
21	CNN HEADLINE	43	CMT
22	CNBC	44	BIG BAND
23	WEATHER CH.	45	SOFT ROCK
24	COMCAST SPORTS	46	GOLDEN OLDIES
25	DISNEY	47	JAZZ
26	NICKELODEON	48	OLA CHAPEL
27	AMC		

Marianjoy Wireless Computer Network Access Guidelines

For security reasons we do not encourage you to keep a laptop computer in their room. WiFi Internet however, is available throughout Marianjoy Rehabilitation Hospital.

Wheaton Franciscan Healthcare provides free WiFi Internet access for patients and visitors. It is available in all public areas, waiting rooms, and patient rooms.

To utilize wireless access, users will need to have:

- Wireless connectivity on your computer
- Wireless connectivity turned on
- A Web browser (e.g. Internet Explorer, Netscape, Firefox, etc.)

Steps to Access the WiFi Network

1. Set your network name (SSID) to wfsi-guest.
2. Open your Web (Internet) browser (i.e. Internet Explorer).
3. Carefully review the Wheaton Franciscan Healthcare Public Internet Access disclaimer.
4. Accept the terms and conditions by clicking “accept.”
5. Accept the security certificate that appears by clicking “yes.”
6. Your computer will have a “live” Internet connection.

NOTE: All users should be forewarned that inherent in wireless technology are security, privacy, and confidentiality risks as well as occasional interruptions to service. Additionally, there are no anti-virus or content management controls, thus there is the potential for device infection. Wheaton Franciscan Healthcare is not liable for any costs or damages arising from the use of this service and Marianjoy personnel are not allowed to intervene with personal property.

