



Patient Guide

TO THE NEUROLOGIC & ORTHOPEDIC INSTITUTE OF CHICAGO



Welcome to

THE NEUROLOGIC & ORTHOPEDIC INSTITUTE OF CHICAGO



TO OUR VALUED PATIENTS AND THEIR FAMILIES:

On behalf of the associates of The Neurologic & Orthopedic Institute of Chicago, I want to extend a warm welcome to you, your family and friends. Decisions about health and treatment are never easy, and we at The Institute can assure you that we are passionately focused on your well-being and recovery.

Passionately focused.

The Institute is dedicated exclusively to the diagnosis, treatment and rehabilitation of the neurological and orthopedic patient. Our team is specifically trained to meet your health care needs. Many highly skilled and trained medical professionals will collaborate on your diagnosis, treatment, and recovery – each bringing unique skills and experience to your care.

Please ask any of our associates if there is anything we can do to make your visit with us better or more comfortable. We are committed to delivering excellent patient care.

We've created this Patient Guide to provide you and your family with more detailed information about your visit. It covers your preadmission testing, the admission process, and additional information that may be helpful before, during and after your stay.

Thank you for choosing The Neurologic & Orthopedic Institute of Chicago—where we are passionately focused on your care.

Sincerely,

A handwritten signature in cursive script that reads "Stephanie C. Spiegel".

Stephanie C. Spiegel
President and Chief Operating Officer
The Neurologic & Orthopedic Institute of Chicago

Planning for your visit

OUR VISION AND MISSION

Our Vision—The Neurologic & Orthopedic Institute of Chicago strives to be the leading provider of neuro-medical, orthopedic, and rehabilitative care by having the best Associates, a dedicated environment, and innovative research and technology. We are committed to advancing our specialties for the benefit of our patients, physicians, and community through the passionate pursuit of quality care and service excellence.

Our Mission—The Neurologic & Orthopedic Institute of Chicago is committed to improving the health and well-being of our patients, their families, and the communities we serve. We will deliver high quality and efficient care through the best technology and the best Associates. Our patient-focused environment fosters open communication, cooperation, innovation, respect and compassion. We promise that our patients will always come first.

ABOUT THE INSTITUTE

We are the nation's most focused, acute care hospital for the diagnosis, treatment and rehabilitation of patients with nervous system and orthopedic conditions and diseases such as brain tumors, back and neck problems and joint conditions.

The Institute collaborates with medical professionals throughout the country to offer comprehensive neuromedical and orthopedic care.

To learn more about The Institute, contact us by phone at: (773)250-0000; TTY at (773)250-2024; or visit our website at www.neuro-ortho.org.

A CHECKLIST: WHAT TO BRING

(Please leave your valuables at home.)

Please review and bring the following with you when you come to the Institute:

- > All current medications
- > Medical information and X-rays supplied by your physician, if requested
- > Any forms you were asked to bring, such as surgical consent or registration forms
- > Contact information of your referring physician, if you have one
- > Written authorization from your HMO or PPO, if they gave you one
- > Insurance information, including your insurance, Medicare, or Public Aid cards
- > Your Neurologic & Orthopedic Institute registration number, if you were provided with one
- > Your living will or other healthcare directives, if you have them
- > This brochure: Patient Guide to The Neurologic & Orthopedic Institute of Chicago
- > Items to help pass the time between appointments

OUR TEAM APPROACH

Many expert healthcare professionals are available to you at The Institute to assist you throughout your stay and with your return home. Using a holistic approach, we focus on your physical, emotional, spiritual, and financial needs.

FLOOR PLAN

- G ► Stereotactic radiosurgery (Gamma Knife)
- 1 ► Diagnostic imaging, vascular suite, emergency dept., cafe
- 2 ► Outpatient visits
- 4 ► Same day surgery, pre-admission testing
- 5 ► Surgical services
- 7 ► Inpatient, intensive care unit & therapies

Your preadmission testing appointment

Your doctor may have arranged or asked you to arrange a preadmission testing appointment at the Institute. (See "Traveling to The Institute," pg. 5 for directions.)

Please do not schedule other appointments on the day of your preadmission testing appointment. Depending on the number of tests you will undergo, your appointment could last between two and eight (8) hours. You may spend time waiting before each test, so we suggest you bring a book, magazines, or a project to work on while you wait.

Please take time to carefully read any information your physician gives you. You should be aware that some tests may involve taking a sedative to help you relax. In that case, you will need someone to drive you home. You should make any necessary transportation arrangements ahead of time before coming to The Institute.

If you live outside the Chicago area, your preadmission testing may be performed at another hospital or a healthcare facility near your home. We ask that these results be faxed to us three (3) to five (5) days prior to your admission. Fax information to (773)250-0398. Your doctor may also ask you to bring the results with you on the day of your admission. (Note: X-rays and other films cannot be faxed.)

ADDITIONAL INSTRUCTIONS

If you are experiencing speech or memory difficulties, have a hearing impairment, or you do not speak English, please ask a family member or friend who can help you communicate to accompany you to your appointment. If you need any other special accommodations, please inform your physician so we can make any appropriate arrangements.

THE DAY OF YOUR APPOINTMENT

The Institute is located at 4501 North Winchester Ave. (one block south of Wilson Ave. and one block east of Damen Ave.) Please see pg. 5 for additional driving and public transportation directions.



Your hospital admission

Information in this section is for patients who are preparing to be admitted to The Institute.

PREPARING FOR YOUR ADMISSION

Please leave all your valuables at home. Pack only a robe, slippers, and essential toiletries, such as your toothbrush, toothpaste, shampoo, and a razor.

If you have a living will or durable power of attorney, please bring them with you. We will need a copy for your records.

If you develop a cold, fever, or flu symptoms during the week prior to your admission, please call your Institute physician.

PREADMISSION CALLS

Before your scheduled admission, an Institute representative will call you to confirm your insurance. If you have any questions regarding your scheduled admission, you should call your Institute physician's office staff. If you are having surgery, an anesthesiologist will call you the day or evening before your scheduled admission and ask you questions about your general health, allergies, previous surgeries and past reactions to different anesthetics. If unable to reach you at home, the anesthesiologist will talk with you after you are admitted to The Institute.

MEDICATIONS

Please bring your current medications. Your medication needs may vary while you are with us; therefore it may become necessary for the Pharmacy to dispense some of your home medications to you, if they are not on our formulary.

PREPARING FOR SURGERY

If you are having surgery and may need a blood transfusion, discuss the details with your physician. Consider the possibility of donating blood for yourself in advance or asking a family member or friend of the same blood type to donate blood for you.

DURING YOUR STAY

Please anticipate that many team members will be working with you and your support system at the time of admission and discharge. The actual date of discharge is determined by many factors. Your doctor will discuss your anticipated length of stay with you prior to your admission. During your admission, the team Case Manager will maintain communications with your insurance company regarding your length of stay. You will be kept informed of your anticipated discharge date throughout your admission so that discharge arrangements can be made in a timely manner.

GOING HOME

You should talk with your Institute physician about how much time, if any, you will need to be away from work and other activities as a result of your test or treatment. Because you might not be able to drive or perform strenuous activities for some time after your discharge from The Institute, you should arrange for family members or friends to help you with errands and household chores during your recovery. If support is not available after your discharge, please let your Institute physician know prior to, or at the time of, your admission so arrangements may be addressed early in the planning process.

ADDRESSING YOUR EMOTIONAL NEEDS

You may be fearful about your upcoming admission. Feelings of anxiety and depression are common when anticipating a stressful event and can worsen emotional difficulties already brought on by your illness.

If your anxiety or fears become overwhelming, you might find it helpful to talk to one of our clinical psychologists or another member of The Institute team. If you would like a referral or assistance, please ask your physician or nurse.

Personal considerations

During your visits to The Institute, your preadmission testing appointments, and your hospital stay, you will be able to participate in decisions regarding your medical care, including the right to accept or refuse any tests or treatments. To help you make such important decisions, your healthcare providers will keep you informed about your condition, prognosis, and treatment options. If you have any questions or concerns about any aspect of your medical care, please feel free to discuss them with your Institute physicians, nurses or other members of your healthcare team.

ADVANCE DIRECTIVES

The Institute is required by federal and state law to inform you about advance directives for healthcare. These legal documents assure that your wishes regarding your medical care are carried out, should you become unable to communicate your decisions.

[The two advance directives that are available at the Institute are:](#)

> Power of Attorney for Healthcare – This enables you to appoint an "agent" to make decisions about your medical care, if you are unable to communicate the decisions yourself. The person you choose works with your healthcare providers to decide whether to provide certain treatments.

Within the Power of Attorney for Healthcare document, you may specify which types of treatments you do and do not want provided, and under which circumstances you want them.

> **Living Will** – This tells your doctors whether you want death-delaying procedures used if you have a terminal condition and are unable to communicate your wishes. A Living Will, unlike a health-care power of attorney, only applies if you have a terminal condition.

You are not required to have advance directives, however we urge you to consider establishing them. If necessary, they can help your care providers and loved ones make decisions about your care that are consistent with your personal convictions and expressed wishes.

According to the Illinois Health Care Surrogate Act, if you do not have advance directives and you were to become unable to communicate your wishes, decisions regarding your healthcare will be made by your physician and your healthcare surrogate (someone who acts on your behalf.) In order of priority, the following individuals are able to act as a surrogate: a guardian (if you have one appointed by the State, or your parents if you are age 17 or younger), your spouse, your adult child, your parent, your sibling, your adult grandchild, a friend and the guardian of your estate.

Establishing advance directives does not require the involvement of an attorney or notary public. Both documents can be completed at the Institute or in the privacy of your own home. If you would like to establish advance directives, ask your nurse, as assistance is available at the Institute to complete and/or discuss the advance directives.

LODGING

Holiday Inn North Shore

5300 W. Touhy Ave.
Skokie, Ill. 60077

RESERVATIONS: Call 847/ 679-8900.
Refer to company code of 3-CINN. At times, there may be a special CINN rate.

Days Inn of Lincoln Park

644 W. Diversey Parkway
Chicago, Ill. 60614

RESERVATIONS: Call 773/ 525-7010.
Request the CINN hospital rate. At times, there may be a special CINN rate.

Best Western- Hawthorne

3434 N. Broadway
Chicago, Ill. 60657

RESERVATIONS: Call 773/ 244.3434.
Request the CINN hospital rate. At times, there may be a special CINN rate.

The Belden Stratford

2300 N. Lincoln Park West
Chicago, Ill. 60614

RESERVATIONS: Call 800/800.6261.

Heart of Chicago Motel

5990 N. Ridge Ave.
Chicago, Ill. 60660

RESERVATIONS: Call 773/ 271-9181.

The Seneca Hotel and Suites

200 E. Chestnut
Chicago, Ill. 60611

RESERVATIONS: Call at 800/800-6261.

Neighborhood Inns of Chicago

(3 LOCATIONS:)

City Suites Hotel

933 W. Belmont, Chicago, Ill. 60657, 773/ 404-3400

The Willows

555 W. Surf, Chicago, Ill. 60657, 773/ 787-3108

Majestic Hotel

528 W. Brompton, Chicago, Ill. 60657, 773/ 404-3499

WHEN YOU ARRIVE

When you arrive at the Institute, enter through the main entrance located at the top of the emergency department ramp located on Sunnyside and Winchester. The reception desk staff will greet you and assist you in getting to your correct location.

OUR INPATIENT UNITS

The Medical Surgical Units are located on the fourth and seventh floors; the Intensive Care Unit (ICU) is located on the seventh floor.

VISITING HOURS

Your family and friends are welcome to visit you anytime during your stay. To promote your health and healing we suggest visiting during the hours of 11 a.m. and 8 p.m. If these times are inconvenient for you or your family, please discuss other arrangements with your nurse.

While The Institute does not provide overnight accommodations for visitors, a list of nearby accommodations for visitors is listed at the left.

We would appreciate limiting visitation to two people in a room at a time. All children must be accompanied by an adult. Children under age 6 may only visit under the guidelines of the Special Family Visiting Program; please stop at the nursing station upon arrival for directives. Visitors may be asked to step out of a room during physician visits and routine checks by nurses or other health care team members. Family members and friends may bring or send cards, flowers, and gifts to an inpatient at the Institute. Remote family and friends can also e-mail patients by logging on to our website, www.neuro-ortho.org.

An Institute staff member will print your e-mails and deliver them to you daily. To maintain your privacy, we will not share any information regarding your stay or care without your written or verbal permission and designation of a spokesperson.

The nursing stations can be reached 24 hours a day. However, we ask that no one call the unit between 7 a.m. and 8 a.m. or between 7 p.m. and 8 p.m., when the nursing staff is changing shifts.

RECEIVING GIFTS IN ICU

Your family members and friends may send you cards and silk plants while you are in the ICU. However, cut flowers or helium balloons are not permitted in the ICU. (Potted plants are discouraged in both the ICU and the Medical Surgical Unit.) If you receive any of these items while you are in the ICU, they will be delivered to you when you are transferred to another room on the Medical Surgical Unit.

PUBLIC TRANSPORTATION

Bus — Three bus lines access The Institute — Damen Ave. no. 50, Wilson/Michigan no. 145, and Montrose Ave. no. 78.

Train — The CTA Brown Line elevated train is also within walking distance of the Institute, with a stop at Damen Ave. Proceed south on Damen Ave. approximately 2 blocks to the main entrance at Sunnyside and Winchester. For more detailed directions, call (773)250-0000.

FOR YOUR INFORMATION

Smoking — The Institute is a non-smoking environment. We recommend you talk with your doctor prior to admission about alternatives during your stay.

Security — Please plan on leaving valuables at home as The Institute is not responsible for items that may become lost or misplaced during your stay.

Electronic devices — All electronic devices brought into the Institute must be safety checked by the Biomedical Department. Your nurse can help you with this. To protect your privacy, cellphone cameras are prohibited from use.

Traveling to the Institute

DRIVING DIRECTIONS

The Institute is located on Chicago's North side at 4501 North Winchester Ave., one block south of Wilson Ave. and one block east of Damen Ave. (See map on pg. 2).

From the North: Take Lake Shore Drive south to the Montrose Ave. exit and proceed west about 2 miles to Damen Ave. Turn right (north) onto Damen and proceed 2 blocks to Sunnyside. The main entrance will be 1 block on your right (east).

From the North/West (O'Hare International Airport): Take I-90/94 toward Chicago. Proceed south on I-90/94, exit onto Irving Park Rd. Turn left (east) and continue on Irving Park Rd. for 2.7 miles to Damen Ave. Turn left (north) and continue on Damen Ave. for about 1 mile to Sunnyside. The main entrance of The Institute will be one block to the right (east).

From the South: Take I-57 to I-94 west, which turns into I-90/94. Stay on I-90/94, exit west on Damen Ave. Turn right (north) on Damen and proceed for about 2.5 miles to Sunnyside. The main entrance of the Institute is one block to the right (east).

From Midway International Airport: Take Cicero Ave. north to I-55. Take I-55 east toward Chicago. Exit onto I-90-/94 west (to Milwaukee.) Proceed to the Damen Ave. exit. Exit right on Damen Ave. (north) and continue for about 3 miles to Sunnyside. The main entrance of The Institute will be 1 block to your right (east).