Welcome to Broadlawns Medical Center. We appreciate that you have chosen Broadlawns Medical Center for your healthcare needs and that you have placed your trust in us.

Our dedicated staff of over 1,200 employees and 80 providers work together to provide high-quality healthcare that is coordinated, compassionate and cost-effective.

Broadlawns accepts all forms of insurance and our approach to healthcare delivery systems and quality outcomes earned Broadlawns a Level 3 rating through the National Committee for Quality Assurance, the highest achievable status possible for a Medical Home Care Delivery Model.

It is a privilege to attend to the healthcare needs of our community. Our top priority is ensuring that high-quality healthcare is accessible and affordable to our patients. If you need any assistance or have any questions or concerns, please ask a Broadlawns staff member. We are here to serve you. Thank you for choosing Broadlawns Medical Center for your healthcare needs.

Sincerely,

Jody Jenner
President and CEO, Broadlawns Medical Center

OUR MISSION: Broadlawns Medical Center will strive to build a healthy community through the delivery of accessible, cost-effective and high quality patient care.


**ACCREDITATION**

Broadlawns Medical Center is proud to be accredited by The Joint Commission. The mission of The Joint Commission is to continuously improve healthcare for the public, in collaboration with other stakeholders, by evaluating healthcare organizations and inspiring them to excel in providing safe and effective care of the highest quality and value.

Broadlawns Medical Center is licensed by the State of Iowa as an acute care hospital.

Broadlawns Medical Center has attained a Level 3 certification from the National Committee for Quality Assurance (NCQA).

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**PATIENT RIGHTS & RESPONSIBILITIES**

Patient Rights

As a patient, parent, surrogate decision maker, or legally responsible representative of a patient at Broadlawns Medical Center or Clinics, you have the following rights.

**Notice of Rights**

You have the right to:

- Receive in writing your Patient Rights and Responsibilities. This written information will be provided to you at your first registration for services at Broadlawns Medical Center or Clinics, and at every admission thereafter. This information is also posted in various areas throughout the Medical Center and Clinics.

**Your Care**

You have the right to:

- Participate in the development and implementation of your plan of care and treatment.
- Request or refuse treatment in accordance with law and regulation. If you refuse recommended care or treatment, you are responsible for the results of that decision.
- Make informed decisions regarding your care and be informed of your health status. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate.
- Complete and current information about your health status, diagnosis, care and treatment in a manner that you can understand, including an explanation of any proposed procedure, drug or treatment.
- Receive effective communication. This includes receiving information in your primary language (interpretation/translation), as necessary, or the provision of services or devices to communicate with hearing impaired patients.
- Ask for and receive special arrangements for physical disability or communication needs.
- Be informed about the outcomes of care, including unanticipated outcomes.
- Have a family member or representative of your choice and your own provider notified as soon as reasonably possible of your admission to the hospital unless you request that this not be done.
- Be informed of visitation rules of the hospital unit they are on, which will include any clinical restrictions. The patient may or may not give consent to receive the visitors, phone calls and mail they designate. This includes, but is not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend. Each patient has the right to withdraw such consent at any time. Broadlawns Medical Center will not deny the patient visitation on the basis of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.
- Be transferred to another healthcare facility at your request if medically and legally possible, and to receive an explanation of your need for care and treatment at an alternative facility and be fully informed of the transfer process.
- Know if care involves research or experimental methods of treatment and the right to consent or refuse to participate.
- Be involved in the discharge planning process.
- Appropriate management of pain, treatment of uncontrollable symptoms and support for your emotional and spiritual needs even if you are dying or have a terminal illness.
- Request a review by the medical center’s Biomedical Ethics Committee regarding ethical issues involving your care.
- Practice religious worship or cultural practices of your choice to the extent possible, and to access pastoral counseling if desired.
- Access protective and advocacy services, as needed.
- Contact legal representation or counsel.
- Seek discharge from Broadlawns Medical Center.
- Receive necessary care and treatment, to stabilize your condition, regardless of your ability to pay.

**Your Caregiver**

You have the right to:

- Know the name of the provider or other practitioners and staff providing care, treatment and services to you.
- Ask for assistance in obtaining consultation with another provider regarding care. The consultation may result in additional costs to you.
Privacy and Confidentiality
You have the right to:
• Have information about your care kept confidential and not be released without your signed consent, unless required or allowed by law.
• Personal privacy during toileting, bathing, and dressing, and during medical/nursing treatments unless contraindicated by assessed clinical needs.
• Consent to video, photographs, or other electronic monitoring or recording methods while being examined.
• Privacy regarding information such as your presence and location in the medical center, or the release of information such as your name, age, address, income, or health information without your prior consent. If you are admitted due to emergency circumstances the hospital will provide information to patient families or significant others if you are unable to make your wishes known.

Clinical Records
You have the right to:
• Access information in your clinical record within a reasonable time frame.

Safety
You have the right to:
• Receive care in a safe and secure setting.
• Education about your role in helping to facilitate the safe delivery of care.
• Be free from all forms of abuse or harassment including physical, sexual, or mental abuse and corporal punishment including the use of intimidation, force or threat.
• Be free from neglect.
• Be free from exploitation.
• Be free from restraint or seclusion of any form unless used to ensure your immediate physical safety or the safety of a staff member or other people. When unavoidable, to safe implementation of restraint or seclusion by trained staff and to have restraint and seclusion discontinued at the earliest possible time.
• Be free from any procedure(s) that deny basic needs such as nutritious food, water, shelter, and essential and safe clothing, and any fear-eliciting procedure(s).

Charges For Your Care
You have the right to:
• Know the charges of care, how charges will be billed and the methods of payment.
• Examine the bill and receive an explanation of charges when requested.
• Know that Broadlawns Medical Center has contracts with outside parties, including physicians, that may incur a separate charge and bill from the hospital/clinic.

Advance Directives
You have the right to:
• Formulate an advance directive and to have medical staff and practitioners comply with these directives. Advance directives state your choices for healthcare treatment if you are injured or become very ill and cannot communicate or make decisions.

Non-Discrimination
You have the right to:
• Receive care that is free from discrimination, regardless of your age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.

Complaints and Grievances
You have the right to:
• Ask questions and voice suggestions and concerns related to the quality of care and services received or premature discharge.
• Voice concerns and to expect a prompt response and attempt at resolution. Any expression of a concern will in no way compromise your care or future access to our services.

Behavioral Health Inpatient
In addition to the above rights, patients admitted to the Behavioral Health Inpatient Unit have the right to:
• Be free from unnecessary or excessive medication or treatment intervention.
• Unimpeded, private and uncensored communication with others by mail and telephone and with a person of the patient’s choice unless therapeutic or security concerns dictate otherwise and is documented in the plan of care.
• Request in writing early discharge from the Inpatient Psychiatric Unit. If you are a voluntary patient, you will be discharged within 24 hours of your written request, unless Broadlawns Medical Center seeks a court order to keep you here for further treatment or assessment. In this case, you will receive notice from the court of a hearing date and may attend the hearing.

Patient Responsibilities
As a patient, parent, or legally responsible representative of a patient at Broadlawns Medical Center or Clinics, it is your responsibility to.
• Follow the hospital’s or clinic’s rules and regulations affecting patient care and conduct.
• Provide, to the best of your knowledge, a complete and accurate medical history and health status when requested.
• Inform your provider or nurse if you do not understand your treatment plan or what you are expected to do, and ask questions regarding your condition, care and treatment.
• Follow your provider’s recommended treatment plan for you.
• Inform your provider or nurse if there is an unexpected change in your condition, or you perceive a risk, or if problems arise in treatment.
• Support mutual consideration and respect by maintaining civil language and conduct in interactions with staff and licensed independent practitioners.
• Acquire education about your role in helping to facilitate the safe delivery of care.
• Fulfill your financial obligation as soon as possible following your visit or discharge.

Reporting Concerns
If you are concerned about the service you have received, we ask that you:
• Discuss your concerns with the person involved, including what you consider to be an acceptable solution.
• If you are not satisfied with the outcome of your discussion or prefer not to talk to this person, please ask to speak to a supervisor.
• If you remain dissatisfied, please contact the Patient Advocate. The Patient Advocate can be reached by calling (515) 282-2323.

A grievance can be filed directly with the Broadlawns Medical Center Patient Advocate. The Patient Advocate will investigate your concern, take corrective action if possible, and communicate the results of the investigation to you. A grievance will be responded to in writing within seven (7) days with a resolution. If it is not possible to resolve the issue within this time frame, you will receive a written acknowledgment of your concern and a written follow-up within (60) sixty business days. Any expression of a concern will in no way compromise your care or future access to our services.

Every effort will be made to address and resolve your reported concerns. If we are unsuccessful in resolving your concern, please feel free to contact the agencies listed below. You can contact these agencies at any time, even if your concern has already been reported to us.

Additional resources when reporting a concern about a healthcare organization:

The Joint Commission on Accreditation of Healthcare Organizations
www.jointcommission.org, use the “Report a Patient Safety Event” link in the “Action Center” on the homepage of the website

By fax to 630-792-5636
By mail to: The Office of Quality and Patient Safety (OQPS), The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181

Disability Rights Iowa
(515) 278-2502
400 East Court Avenue, Suite 300
Des Moines, IA 50309

State of Iowa Office of Citizens’ Aide / Office of Ombudsman
1-888-426-6283
Ola Babcock Miller Building
1112 East Grand Avenue
Des Moines, IA 50319

Iowa Department of Inspections & Appeals
Lucas State Office Building
321 East 12th Street
Des Moines, IA 50319
877-686-0027
webmaster@dia.iowa.gov

PATIENT PRIVACY/HIPAA

Your Information. Your Rights. Our Responsibilities. This notice of privacy practices/HIPAA describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

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 healthcare 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 of the disclosures except for those about treatment, payment, and healthcare operations, and certain other disclosures (such as any you asked us to make). We’ll provide one accounting per year for free but will charge a reasonable, cost-based fee if you ask for another list 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 page 1.
• 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 your 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 provide information about you to your health insurer plan so they 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
• We can use or share health information about you:
  • For workers’ compensation claims
  • For law enforcement purposes or with a law enforcement official
  • With health oversight agencies for activities authorized by law
  • For special government functions such as military, national security, and presidential protective services

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.

Our Responsibilities
• 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, please visit: 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, on our website, and we will mail a copy to you.

Privacy Officer
If you have any questions or need additional information about this notice, please contact our Privacy Officer at the following address and phone number:
Privacy Officer
Broadlawns Medical Center
1801 Hickman Road
Des Moines, IA 50314
(515) 282-2200

PATIENT SATISFACTION

Press Ganey
We want all patients to have a positive experience while at Broadlawns Medical Center. You may receive a Press Ganey Patient Satisfaction Survey in the mail. We request that you fill out this survey and provide comments regarding your care. Your feedback is greatly appreciated and will be used to help improve our patient satisfaction.

Recognition Opportunities
Several recognition programs are available to honor staff for providing outstanding care and service. If you would like to recognize a Broadlawns staff member, please ask a member of your healthcare team for a “Caught You Doing Something Great Gram” or a DAISY Award nomination form.

YOUR HEALTHCARE SAFETY

Prevention of Infections
Infection Prevention is the use of practices performed to prevent the spread of infection among patients, healthcare workers, and visitors. Preventing infections is essential to helping patients recover and remain healthy. Healthcare acquired infections can often be prevented through good hand hygiene:
• Clean your hands and remind others to clean theirs. Staff will welcome your reminder to clean their hands and/or wear gloves.
• Wash your hands after using the bathroom, before and after eating, and after sneezing or coughing.
• If hands are visibly dirty, wash hands well with soap and water for 15-20 seconds.
• Ask your visitors to wash or sanitize their hands.

Fall Prevention
Broadlawns Medical Center is committed to your safety. If you are admitted to an inpatient unit, you will be asked about your history of falls and assessed for your risk of falling. To help prevent falls, we ask that you follow these guidelines:
• Know when to ask for help to avoid falling and hurting yourself.
• Wear shoes or non-skid slippers/socks every time you get out of bed.
• If you feel dizzy, weak, or lightheaded, do not get up by yourself – call for help.
• Ask for help to go to the bathroom. Make sure the path to the bathroom is clear.
• Use the handrails in the bathroom and hallway.
• If you wear glasses or hearing aids, please use them.
• Keep important items within reach. This includes your call light, bedside table, and phone.
• Always keep your bed locked and in the lowest position.
Rapid Response Team

Our Rapid Response Team (RRT) is a group of critical care staff who will quickly come to the patient when called. The RRT will assess the patient and determine if they need emergent medical intervention.

If you feel your condition is rapidly deteriorating or you begin to experience new and/or severe symptoms, please let your nurse know immediately.

Staff, patients, or family members can call the RRT (by dialing “350” and asking for a RRT) when they are concerned about a patient’s condition.

Medicine Safety

It is important to talk to your doctor about your medicine. Please bring a detailed list of all medicines that you are currently taking, including:

- All prescription medicines
- Over-the-counter medications
- For your safety, please make sure your doctor/nurse are aware of alcohol consumption and recreational drug use.

Tell your healthcare team if you have had any bad reactions to foods, medicine, or latex products.

Speak Up

Speak up if you have questions or concerns. If you still don’t understand, ask again. It’s your body and you have a right to know

Pay attention to the care you get. Always make sure you get the right treatments and medicines by the right healthcare professionals. Don’t assume anything.

Educate yourself about your illness. Learn about the medical tests you will get. Learn about your care plan.

Ask a trusted family member or friend to be your advocate (advisor or supporter).

Know what medicines you take. Know why you take them. Medicine errors are the most common health care mistakes.

Use a hospital, clinic, surgery center or other type of healthcare organization that has been carefully checked out. For example, The Joint Commission visits hospitals to see if they are meeting the commission’s quality standards.

Participate in all decisions about your treatment. You are the center of the healthcare team.

YOUR SAFETY AND SECURITY

Public Safety

Broadlawns Public Safety is committed to the safety of our patients, visitors, and staff. Public safety is available 24 hours a day, 7 days a week. Public Safety is available to walk you to your car and may be able to assist if your car will not start. To contact Public Safety, please call (515) 282-4736.

Safety Hotline

A Safety Hotline is available for any safety issues that need to be reported on an immediate and/or confidential basis. Please call (515) 282-8679.

Valuables and Personal Items

Patients are asked not to bring items of value to the hospital. Valuables that cannot be sent home with family/friends should be placed in the medical center’s safe. All valuable will be inventoried by Public Safety, placed in a valuables envelope and co-signed by the nursing staff and patient when possible. You will be given a written receipt for all items, which must be presented to withdraw them. Broadlawns Medical Center is not responsible for a patient’s personal property.

Lost and Found

Items turned into Public Safety are retained for 45 days. If you have lost or found an item, please call (515) 282-4736.

Weapons

Broadlawns Medical Center and Clinics prohibits weapons of any kind on the property.

Fire/Disaster Drills

For your protection, the hospital conducts fire and disaster drills regularly. If a drill occurs while you are here, please remain in your room or follow staff instructions.

Oxygen

Special regulations are in effect in areas where patients are receiving oxygen. Aerosol products are not permitted in these areas. Absolutely no smoking is permitted where oxygen is in use or stored; this includes oxygen tanks attached to wheelchairs.

YOUR VISIT

Tobacco-Free Medical Environment

To protect the health of our patients, visitors and staff, Broadlawns Medical Center is a tobacco-free facility. Smoking, chewing tobacco and e-cigarettes are not allowed anywhere on campus.

If you are thinking about quitting or are ready to stop smoking, the following resources are available to you:

- Quit Line Iowa – www.quitlineiowa.org or call toll free 1-800-QUIT NOW (1.800.784.8669)
- American Lung Association – www.lung.org or call 1-800-586-4872
- Group Smoking Cessation classes are available through Broadlawns Medical Center. Call (515) 282-2458 for more information.
Parking
Complimentary parking is available for patients and visitors.

Buses
Broadlawns Medical Center is conveniently located on the DART bus route. To access a bus schedule, please see the Information Desk at the main entrance visit the DART website at www.ridedart.com or call (515) 283-8111.

Service Animals
All service animals must be under the care and direction of the owner or a family member at all times. Service animals must be trained, non-disruptive to others, housebroken, on a leash or halter and have current vaccination/health records available. Service animals needed during a hospital stay may require a provider’s order. Please contact us at (515) 282-4736 in advance of your appointment to make arrangements regarding the need of a service animal to ensure proper accommodations.

Wireless Internet (Wi-Fi)
Free wi-fi is available for patients and visitors. To access wi-fi, go to your wi-fi networks and select “bmcguest”. You must accept the terms of use before you can access the internet.

ATM Machine
An ATM machine is located in the main lobby, withdrawals only.

Gift Shop
Phone: (515) 282-6118     Monday – Friday:
Location: Main Hospital     9:00 a.m. – 3:00 p.m.
The Broadlawns Gift Shop, located on the ground level by the cafeteria, offers a variety of gifts, balloons, greeting cards, toiletries, and snacks.

FOOD SERVICE

Broadlawns Cafeteria
The cafeteria is located on the ground floor of the hospital and is open for visitors, patients, and Broadlawns staff.
The grill is open:
Monday – Friday: 6:30 a.m. – 10:00 a.m.; 10:45 a.m. – 2:15 a.m.
Saturday – Sunday: 10:30 a.m. to 6:30 p.m.
Meals are served 7 days a week:
Breakfast: 6:30 a.m. – 10:30 a.m.
Lunch: 11:00 a.m. – 1:30 p.m.
Dinner: 4:30 p.m. – 6:30 p.m.

Jazzman’s Coffee Shop
Monday – Friday: 6:30 a.m. – 3:30 p.m.
The coffee shop, located on the first floor, serves coffee, fruit smoothies, breakfast danishes, muffins, bagels, sandwiches/wraps, desserts, cookies and various other snacks.

Vending Machines
Snacks and beverages in the vending area are available 24 hours a day. The vending machines are located in the cafeteria atrium. A pop machine is located by the main entrance, next to the ATM.

PATIENT INFORMATION/SERVICES

Patient Portal
The Patient Portal is a completely secure patient information system that allows you access to your medical information through a protected program. Only you, or an authorized family member, can access your Patient Portal account. To establish or access your Patient Portal account, please visit: www.broadlawns.org and click on the Patient Portal icon to get started.
The Patient Portal allows you to:
• Securely message with your medical provider
• View upcoming appointments
• Access billing statements and remit payment online
• Review your lab results
• Update personal information
• Access your visit history and discharge information

Patient Access/Registration
Please arrive 15 minutes prior to your scheduled appointment time. At the time of registration, you may be asked for a photo I.D., insurance information, and/or social security card. If you do not have health insurance, staff can provide you with information about financial assistance. Co-payments are due at the time of service.
Minors not accompanied by a parent or guardian must have a verbal or written consent for treatment.

Medical Records
Phone: (515) 282-8482     Monday – Friday:
Location: Main Hospital     8:00 a.m. – 4:30 p.m.
Medical Records can provide assistance with:
• Filling out releases of information (ROI)
• Transferring medical records from one facility to another
All requests for patient medical forms and documents need to be submitted through medical records. Your medical records are confidential and will not be released without written consent.
Financial Counseling
Phone: (515) 282-2246 Monday – Friday:
Location: Main Hospital 7:30 a.m. – 4:30 p.m.
If you have limited or no health insurance or will have difficulty paying, our Financial Counselors can assist you with determining your eligibility for assistance including:
- Medicaid programs
- Insurance through the Affordable Care Act (ACA)
- Breast and Cervical Cancer Treatment Program (BCCT)
- Crime Victims Compensation Programs (CVC)
Please bring the following to your meeting with the Financial Counselor:
- Identification (i.e. driver’s license or state-issued ID)
- Medical Insurance Card
- Social Security Card (or proof of number)
- Household income (i.e. paystub)
- Federal Income Tax return
- Residency
- Shelter-In-Kind
- Savings and Checking Account balances to include (IRA/401K/CD’S, etc.)

Price List and Cost Estimates
Broadlawns Medical Center is committed to public information and accountability. In compliance with the Center for Medicare & Medicaid Services (CMS) hospital price transparency guidelines, effective January 1, 2019, our Chargemaster price list is available on our website, www.broadlawns.org.
To request a written Healthcare Cost Estimate from Broadlawns, please complete the cost estimate form on our website or call one of our financial representatives at (515) 282-2246 Monday through Friday between 8:00am and 4:30pm.

Senior Health Insurance Information Program (SHIIP)
Phone: (515) 282-8120
Location: Main Hospital
SHIIP is a free program to assist Iowa seniors with making informed decisions about Medicare and other health coverage options that are available to older patients.

Treatment at a Teaching Hospital
Broadlawns Medical Center is a teaching hospital. We partner with the University of Iowa Carver College of Medicine, Des Moines University College of Osteopathic Medicine, and other medical schools to train physicians. A licensed physician supervises everything a medical student does.
Broadlawns also provides training for student nurses and student experiences in Radiology, Chemical Dependency, Pharmacy, Mental Health, Social Work, Physical Therapy, Occupational Therapy, Respiratory Care, Dental, Medical Assistants and Physician Assistants are also provided. Students are supervised at all times.

Broadlawns Family Medicine and Transitional Year Residency
In 1971, Broadlawns Medical Center became one of the first fully accredited Family Medicine Residency programs in the Midwest. Today we provide:
- Three years of comprehensive training in family medicine
- A transitional year program for resident physicians who would like a comprehensive year of training before entering another specialty
- Curricula designed to meet all requirements of the Family Medicine and Transitional Year Residency Review Committees of the Accreditation Council for Graduate Medical Education (ACGME)
- Family Practice Residency is affiliated with the University of Iowa Carver College of Medicine
- Broadlawns is a member of the Des Moines Area Medical Education Consortium

Interpretation Services
Free medical interpretation services are available to patients upon request. In-person interpreters are available for a variety of languages, including Bosnian, Burmese, Karen, Spanish and Vietnamese. Additionally, interpretation services for over 250 languages are available 24/7 via telephone. Interpreters may be requested at any time during care. When scheduling an appointment, please notify us if you will need an interpreter.
To request an interpreter, please contact Interpreter Services by calling (515) 282-3366 (TTY (515) 282-4290) or email interpretersgroup@broadlawns.org.

Vision and Hearing Impaired Services
TTY telephones and hard-of-hearing telephones are available from the switchboard for the hearing impaired. American sign language interpreters are also available.

Transporter Services
Monday through Friday, 7:00 a.m. – 4:30 p.m.
Transporter Services are available for building-to-building transportation and wheelchair assistance. To request assistance, please call:
Option #1: (515) 776-0535  For weekend or after hours
Option #2: (515) 974-9099  assistance, please call the operator
Option #3: (515) 778-3622   at (515) 282-2200

Chaplaincy Services
Phone: (515) 282-5726  Monday – Friday: 8:00 a.m. – 4:30 p.m.
Our staff Chaplain and spiritual care volunteers are available to anyone in need, regardless of tradition.
Spiritual Care Services
Our Chaplain and spiritual care team is available for:

• Private and confidential conversations
• Prayer, sacraments, anointing with oil or other religious rituals
• Support when experiencing hopelessness, despair, doubt and uncertainty
• Using your personal beliefs as a resource for healing and well-being
• Coping with loss or suffering
• Acting as a liaison for contacting your religious leader
• Non-denominational spiritual guidance and support
• Support in your own spiritual practices or faith tradition

Advance Directives
There are two kinds of Advance Directives: The Power of Attorney for Healthcare Decisions and a Declaration about Life Sustaining Measures.

• The Power of Attorney for Healthcare Decisions identifies the person that you trust to make healthcare decisions for you when you are unable to do so for yourself.
• A Declaration About Life Sustaining Measures (Living Will) describes the type of medical treatment you want or don’t want at the end of your life.

If you would like assistance completing an Advance Directive document, please contact the Chaplain at (515) 282-5726 or Case Management Services at (515) 282-6669. If you already have an Advance Directive document, please bring a copy for your medical records.

IPOST (Iowa Physician Orders for Scope of Treatment)
An IPOST (Iowa Physician Orders for Scope of Treatment) is a formalized directive on handling life-sustaining treatments and your wishes for end-of-life care. An IPOST form must be completed in conjunction with your physician.

Palliative Care Services
Broadlawns Palliative Care is a specialized care team that aims to relieve suffering, improve quality of life, optimize function, and assist with decision making for patients with advanced illness. Palliative Care is offered simultaneously with all other appropriate medical treatment.

Palliative care can be received by patients at any time, at any stage of illness whether it be terminal or not. For more information or to request this service, please call: (515) 282-5700.

Notary Public
The services of a notary are available to patients free of charge. Please ask your nurse if you are in need of a notary.

Nurse Call System
The patient intercom system allows patients to call for their nurse in the Medical-Surgical unit, ICU and the Family Birthing Center. The button is located on the TV and light control box that is located next to your bed. If you need help, press the button and someone will speak to you over the intercom.

The Patient Channel
A 24-hour television network delivering topical, network-quality patient education programming is available. Programming schedules can be obtained in patient rooms. Programs may also be accessed at home by visiting: www.thepatientchannelnow.com Password: 08469

Phones
Inpatient Medical units have a phone available in each room. Inpatient Behavioral Health phones are located in the lounge areas.

• For incoming calls, your phone number is (515) 282-and the four-digit number located on your phone receiver.
• Local outgoing calls: Dial 9 then the seven-digit number.
• Long distance outgoing calls: Dial 9+1+area code+number.
• Toll-free outgoing calls: Dial 9+1+number.

Mail
For incoming mail, please use the following address if you would like items delivered to your room:
Your Name and Room Number
Broadlawns Medical Center
1801 Hickman Road, Des Moines, IA 50314
Mail received after you have been discharged will be forwarded to the address given at the time of registration.

Medications
All medications you take while in the hospital are prescribed by a member of the healthcare team, dispensed by the hospital pharmacy and administer by a nurse. Patients are generally not permitted to administer their own medications or keep personal medications at their bedside unless authorized by a member of the healthcare team.

Therapy Dogs
On occasion, therapy dogs are brought onto inpatient units. Visits may be requested via your nurse or provider upon admission to your hospital room.
Visiting Regulations

• The patient may or may not give consent to receive the visitors they designate. This includes but is not limited to: a spouse, domestic partner (including a same-sex partner), another family member, or a friend. Each patient has the right to withdraw such consent at any time.

• Visitors that are minors must be cleared by the team leader per the unit’s guidelines. All minors are to be accompanied by an adult other than the patient.

• Visitors who have contagious diseases should refrain from entering the medical center facility until no longer infectious.

• Visitors will be educated concerning infectious control isolation precautions that the patient being visited may require. These precautions may include hand hygiene, covering mouth/nose when sneezing or coughing, not touching patient care items and utilizing personal protective equipment, if needed, to prevent transmission of pathogens.

• Patients have the right to have a support person stay with them during their hospitalization. This right may not be granted if it infringes on the rights of others, if there are safety issues and when it is medically or therapeutically contraindicated. Due to the design of the inpatient units and clinical environment of the patient, the support person may have time periods that they will need to stay in a common area.

Visiting Hours

Patient care is our primary concern. In order to enhance the quality of care, specific visiting hours and regulations have been established for each inpatient unit.

Family Birthing Center
Daily: 11:00 a.m. to 8:00 p.m.
Visitors under the age of 14 are not permitted, with the exception of the new baby’s sibling(s).

Inpatient Behavioral Health
Monday – Friday: 1:00 p.m. – 2:00 p.m.; 7:00 p.m. – 8:00 p.m.
Saturday – Sunday: 2:00 p.m. – 4:00 p.m.
Visitors under the age of 18 are not permitted. Some patients may require monitored visitation. Please direct any questions and scheduling requests to (515) 282-5730.

Intensive Care Unit (ICU)
Daily: 9:00 a.m. – 2:00 p.m.; 4:00 p.m. – 8:00 p.m.
Quiet Hours: 2:00 p.m. – 4:00 p.m.; 2:00 a.m. – 4:00 a.m.
Visits regulated at the discretion of nursing staff with consideration to the medical condition/needs of patient.

Medical-Surgical Unit
Daily: 6:00 a.m. – 10:00 p.m.
Quiet Hours: 10:00 p.m. – 6:00 a.m.
During Quiet Hours, visits are limited to 15 minutes in the interest of all patients who are in double occupancy rooms so they can be afforded the opportunity to rest.

Gifts for Patients

Visitors should check with the nursing staff before bringing gifts of food or drink to patients. Please check with the nurse to make sure your gift is appropriate.

GIVING BACK

Volunteer Opportunities at Broadlawns
If you are looking for a rewarding opportunity to help those who truly appreciate your time, the Volunteer Program at Broadlawns has a place for you! There are a variety of opportunities for customer service oriented volunteers, who are 16 years of age or older, with a variety of skills and interests.

To learn more about the volunteer program, please call our Volunteer Coordinator at (515) 282-2323.

Broadlawns Medical Center Foundation
The greatest benefit of making a gift to the Broadlawns Medical Center Foundation is knowing you are making a difference in the lives of others. Gifts like yours enable us to provide care for our community. If you would like to make a gift to the BMC Foundation, please visit www.broadlawns.org and click on the “Foundation” tab.

Broadlawns Medical Center Guild
The Broadlawns Medical Center Guild is a group of dedicated volunteers that are committed to supporting the hospital’s mission. The Guild’s mission is to support the ongoing needs of Broadlawns Medical Center. From purchasing equipment, such as incubators for our youngest patients, to providing employees with scholarships to further their education, the Guild is dedicated to making a difference.

If you are interested in joining the BMC guild, please call (515) 282-5726.
OUTPATIENT CLINICS AND SERVICES

Cardiology Clinic
Phone: (515) 282-2359
Location: Main Hospital
• Diagnosis and treatment of diseases of the heart and blood vessels
  Monday: 8:00 a.m. – 4:30 p.m.
  Wednesday: 8:00 a.m. – 11:30 a.m.
• Referral required

Case Management Services
Phone: (515) 282-6669
Location: Main Hospital
• Healthcare coordination
• Referrals for community resources
  • Discharge planning services for Medical-Surgical, Intensive Care Unit, Family Birthing Center
  Monday – Friday:
  8:00 a.m. – 4:00 p.m.
  • Walk-in psychosocial assessments and assistance with referrals

Dental Clinic
Phone: (515) 282-2421
Location: Medical Plaza
• Comprehensive care
• Emergency services
• Tooth extractions
  Monday – Friday:
  8:00 a.m. – 4:30 p.m.
  • Restorations
  • Dental cleanings
  • Dental prosthetics

Diagnostics Clinic
Phone: (515) 282-2403
Location: Main Hospital
• EKGs, holter monitor, EEGs, echocardiograms, treadmill stress tests, venous doppler studies
  Monday – Thursday:
  7:00 a.m. to 3:30 p.m.
  • Referral required

Ear, Nose and Throat Clinic
Phone: (515) 282-7750
Location: Main Hospital
• Tonsillectomy
• Adenoidectomy
  Monday: 8:00 a.m.- 12:00 p.m.
  Wednesday: 8:15 a.m. – 4:00 p.m.
  • Bilateral myringotomy with tubes
  • Sinus and nasal surgeries

Emergency Department
Phone: (515) 282-2253
Location: Main Hospital
• Comprehensive and efficient care and treatment for a wide variety of medical, surgical, and psychiatric emergencies
  OPEN 24/7

Endocrinology Clinic
Phone: (515) 282-3041
Location: Main Hospital
• Care for hormonal disorders including: diabetes, menopause, metabolic disorders, thyroid diseases, over/under production of hormones, cholesterol disorders, hypertension
  Monday – Friday:
  8:00 a.m. – 4:30 p.m.
  • Diabetic Education Clinic provides individual and group education: Monday – Friday: 7:00 a.m. – 3:00 p.m.

Eye Clinic
Phone: (515) 282-2362
Location: Main Hospital
• Comprehensive eye exams for children and adults
  Monday – Friday:
  8:00 a.m. – 4:30 p.m.
  • Diagnosis and treatment for glaucoma, cataracts, and other eye conditions

Family Health Center
Phone: (515) 282-2334
Location: Medical Plaza
• Preventive wellness for pediatrics, adolescents, adults and geriatrics
• School and sports physicals
• Women’s health (including: obstetrics, birth control options, and endometrial biopsies)
• Men’s health
• Osteopathic manipulative medicine (OMM)
• Dermatology procedures
• Lifestyle weight management
• Gastroenterology services
• Chronic disease management
• Care of acute conditions

Family Optical
Phone: (515) 282-3362
Location: Main Hospital
• Over 350 frames with a variety of styles, brands and price points

Foot and Ankle Clinic
Phone: (515) 282-3668
Location: Medical Office Building
• Lower extremity wound care
• Fracture care
  Monday – Friday:
  8:00 a.m. – 4:30 p.m.
  • Sports medicine
  • Amputation prevention

Geriatric & Memory Center
Phone: (515) 282-5700
Location: Medical Plaza
• Care for memory loss, cognitive decline, age-related medical conditions, psychological/social concerns and frequent falls
  Monday – Friday:
  8:00 a.m. – 4:30 p.m.
  • Osteoporosis Clinic provides diagnosis and treatment of osteoporosis and osteopenia
Healthy Choices for Life Weight Loss Program
Phone: (515) 282-7885
Email: healthcoach@broadlawns.org
• Become an active participant in your healthcare
• Learn how to make healthy and sustainable lifestyle choices
• Coaches provide support and education to help you achieve your health goals
• No referral necessary

Infectious Disease Clinic
Phone: (515) 282-4554
Location: Medical Office Building
• Diagnosis and treatment of infectious diseases

Internal Medicine Clinic
Phone: (515) 282-5759
Location: Main Hospital
• Preventive wellness for adult and geriatric patients
• Women’s health
• Annual physical exams

Laboratory Services
Phone: (515) 282-2259
Location: Main Hospital
• Outpatient and inpatient services

Our labs are accredited by the College of American Pathologists (CAP)

Laser Vein Center
Phone: (515) 243-8346
Location: Main Hospital
• Relief for medical and/or cosmetic concerns

Mammography
Phone: (515) 282-2309
Location: Main Hospital
• State-of-the-art 3D imaging
• Walk-in appointments welcome

Nephrology Clinic
Phone: (515) 282-5650
Location: Main Hospital
• Treatment of kidney diseases and abnormalities

Neurology Clinic
Phone: (515) 282-2463
Location: Medical Office Building
• Diagnosis and treatment disorders of the brain and nervous system including: epilepsy, strokes, migraines, tumors, multiple sclerosis, cognitive and movement disorders, Parkinson’s disease, Alzheimer’s disease

Occupational Therapy
Phone: (515) 282-5621
Location: Main Hospital
• Promotes self-care by increasing the range of motion, strength, and fine motor coordination

Oncology & Hematology Center
Phone: (515) 282-8290
Location: Main Hospital
• Diagnosis and treatment for cancers including: lymphoma, breast cancer, lung cancer, and melanoma
• Chemotherapy and immune therapy
• Evaluation and treatment of certain blood disorders

Orthopaedic Surgery Clinic
Phone: (515) 282-8844
Location: Medical Office Building
• Care of the complete musculoskeletal system including disorders of the bones, joints, ligaments, tendons, muscles, and nerves
• Offering total joint replacement

Pain Management Center
Phone: (515) 282-8270
Location: Medical Plaza
• Back and neck pain (including herniated disks, spinal stenosis, tumors and fibrosis)
• Chronic abdominal and pelvic pain
• Complex regional pain syndrome (RSD)
• Muscle and joint pain
• Disorders of the nervous system, including shingles and trigeminal neuralgia (facial pain)
• Pain associated with AIDS
• Cancer pain
• Intractable spasticity with multiple sclerosis or spinal cord injuries
• Pain associated with osteoporosis vertebral compression fractures
• Sickle Cell Anemia
All radiology tests need to be pre-authorized by your provider

- CT scans
- Mammography
- MRI (Magnetic Resonance Imaging)
- Ultrasound
- Nuclear Medicine
- Cardiac echo
- PET/CT
- Fluoroscopy
- DEXA (Bone Density)
- General radiology

The Iowa Department of Public Health’s Bureau of Radiologic Health inspects and licenses our imaging services

Respiratory Care
Phone: (515) 282-2268
Available 24/7
- Various intermittent and continuous breathing therapies
- Oxygen administration
- Pulmonary function test
- Blood gas analysis
- EKG
- Other continuous diagnostic modalities

Outpatient respiratory care service appointments must be coordinated through a Broadlawns clinic provider

Sleep, Lung and Allergy Center
Phone: (515) 282-4015
- Sleep-related conditions: sleep apnea, narcolepsy, insomnia, snoring, daytime sleepiness, circadian rhythm disorders, restless legs syndrome
- Pulmonary and allergy conditions: COPD, asthma, hay fever, hives, food allergies, environmental allergies, immune deficiencies
- Referral required

Speech Therapy
Phone: (515) 282-5621
By Appointment
- Treatment for individuals experiencing problems with communication, cognitive and memory skills, speaking and swallowing

Surgery Clinic
Phone: (515) 282-2359
Mondays: 8:00 a.m. - 12:00 p.m.
Thursdays: 12:00 p.m. - 4:30 p.m.
- General surgery consultations
- Post-operative care
Women’s Health Clinic
Phone: (515) 282-2340
Location: Main Hospital
• Complete obstetrical care and educational postnatal care following delivery
• Gynecological services for women experiencing female reproductive system problems, abnormal uterine bleeding, pelvic pain, urinary incontinence
• Midwifery services

Mental Health Services

Inpatient Behavioral Health (Sands Unit)
Phone: (515) 282-5730 (Ground)  
(515) 282-8730 (Lower Level)
Location: Main Hospital
• Intensive mental health treatment provided within a secure environment

Injection Clinic
Phone: (515) 282-5695
Location: Medical Plaza
• Provide clients with injectable neuroleptics at the direction of the treating provider
• Referral from Broadlawns psychiatrist required

Outpatient Behavioral Health
(515) 282-5695
Location: Medical Plaza
• Child, adolescent, and adult medication management
• Individual and family therapy available

Psychiatric Urgent Care
Phone: (515) 282-5742
Location: Main Hospital
• Mental health assessments
• Medication management
• Crisis therapy

Urgent Care
Phone: (515) 282-2501
Location: Main Hospital
• Non-emergent care for patients who become suddenly sick or sustain an injury and need immediate attention

Urology Center of Iowa at Broadlawns
Phone: (515) 282-7390
Location: Medical Office Building
• Diagnosis and treatment of diseases affecting the urinary tract system

Urology Clinic
Phone: (515) 282-3230
Location: Main Hospital
• Diagnosis and treatment of diseases affecting the urinary tract system

WIC (Women, Infants, and Children)
Phone: (515) 282-5800
Locations: River Plaza, Lutheran Hospital, and Southridge Mall
• Income-based program for pregnant women, breastfeeding mothers, non-breastfeeding mothers, babies and children under the age of 5
• Serves families receiving Medicaid, FIP, SNAP, and other government assistance programs
• Provides healthy foods for mothers and children [milk, eggs, cheese, cereal, juice, whole grains, fresh and frozen fruits and vegetables, peanut butter and approved infant formula]
• Available to travel to West Des Moines, Altoona, and Ankeny
Outpatient Behavioral Health Programs

Family Outpatient Center of United States (FOCUS)
Phone: (515) 282-6885
• Support for school-aged children (3rd-8th grade) with mental illness
• Program administered at Hoyt Middle School and Mann Elementary School

Integrated Health Home (IHH)
Phone: (515) 282-4400
• Connecting individuals with chronic mental illness with services, agencies and support systems.

Intensive Outpatient Programs (IOP)
Phone: (515) 282-6610
• Assessment, ongoing monitoring, and treatment for individuals with a moderate level of symptoms which are impairing functioning but do not require hospitalization

New Connections
Phone: (515) 282-6610
• Outpatient treatment services for substance-related addictive disorders

Positive Alternatives to Hospitalization (PATH)
Phone: (515) 282-6790
• Integrated service agency project to assist individuals with chronic mental illness
• Flexible and individualized services
• Referral required

Service Coordination
Phone: (515) 282-6790
• Care management services for individuals with mental illness or chronic mental illness who do not need case management or integrated services

Supported Community Living
• Provide individuals with chronic mental illness a support system and cultivate skills that will enable them to live, learn, work and socialize in the community
• Services based on specialized needs and abilities
• Funding for community support services is available through the Iowa Plan for Behavioral Health (administered by Magellan Behavioral Care of Iowa), habilitation services through Medicaid, or by the state or county

Systems Training for Emotional Predictability and Problem Solving (STEPPE)
• Educational, evidence-based treatment program for individuals with borderline personality disorder

The Iowa Department of Inspections and Appeals inspects all mental health residential facilities.

Residential Facilities

Arlington
Location: 1730 Arlington Avenue, Des Moines, IA, 50314
(515) 244-3944
• Short-term residential care for adults with mental illness or dual diagnosis
• Individualized treatment plans
• Medication management

McKinley Stabilization
Location: 1212 E McKinley Avenue, Des Moines, IA, 50315
(515) 282-8125
• Short-term residential care for adults with mental illness or dual diagnosis
• Individualized treatment plans
• Individualized therapy plans
• Medication management

Oakland
Long-term residential care for adults with severe and persistent mental illness
• Residential treatment workers provide protective oversight
• Individualized program plans
• Supported community living
• Medication management

Mental Health Crisis Observation Center
Phone: (515) 282-5742
Location: Main Hospital
Open 24/7
• Walk-in psychiatric crisis facility
• Length of stay is limited to 23 hours
• Provide assessment of immediate needs of an individual and make appropriate referrals for follow up care as needed

Mental Health Mobile Crisis & Crisis Team
Phone: (515) 282-5752
Location: Main Hospital
Available 24/7
• Provides consultation and assistance for mental health emergencies
• Services are available by phone or in person through the emergency department
• If you have a mental health crisis and are in need of emergency assistance, call 911. Tell law enforcement dispatch that there is a mental health crisis and clearly explain the situation.

The State of Iowa inspects chemical dependency services and Mental Health Community Access Programs.
INPATIENT UNITS

**Family Birthing Center**  
*See page 19 for visiting hours.*  
Phone: (515) 282-2260  
Location: Main Hospital Building  
• Private, comfortable single occupancy rooms for maternity care  
• Personal, one-on-one nursing care for mothers and babies

**Intensive Care Unit (ICU)**  
*See page 19 for visiting hours.*  
Phone: (515) 282-2316  
Location: Main Hospital Building  
• Specialized care for patients who are critically ill or require higher levels of care and monitoring

**Medical-Surgical Unit**  
*See page 19 for visiting hours.*  
Phone: (515) 282-2262  
Location: Main Hospital Building  
• Acute inpatient nursing unit

SATELLITE CLINICS

Oskaloosa Sleep Clinic at Mahaska Health Partnership Hospital  
Phone: (515) 282-4015  
1229 C Avenue East, Oskaloosa, IA 52577  
Appointments: First and third Friday of the month

Interventional Pain Center at Skiff Medical Center  
Phone: (515) 282-8270  
315 W. 3rd Street North, Newton, IA 50208  
Appointments: First and third Thursday of the month

Interventional Pain Center, Winterset Specialty Clinic at Madison County Hospital  
Phone: (515) 282-8270  
300 W. Hutchings Street, Winterset, IA 50273  
Appointments: Every Monday

Neurology Clinic at Woodward Academy Medical Office Building  
Phone: (515) 282-2463  
1251 334th Street, Granger, IA  
Appointments: Second Thursday of the month

OFF-SITE CLINICS

Dallas Center Medical Associates  
Phone: (515) 992-3711  
Location: 507 14th Street  
Dallas Center, IA 50063  
• Preventive wellness for pediatrics, adolescents, adults and geriatrics  
• School and sports physicals  
• Women’s health

Des Moines Internal Medicine  
Phone: (515) 243-1180  
Location: 1300 Walnut Street  
Des Moines, IA 50309  
• Preventive wellness and comprehensive healthcare for adult and geriatric patients  
• Women’s health  
• Annual physical exams

East University Clinic  
Phone: (515) 282-3278  
Location: 2508 E. University Avenue Des Moines, IA 50317  
Urgent Care  
Monday – Friday: 7:00 a.m. – 7:00 p.m.  
Saturday – Sunday: 8:00 a.m. – 2:00 p.m.  
• Non-emergent care for patients who become suddenly sick or sustain an injury and need immediate attention  
• Wait times are available on our website  
• No appointment needed

Family Medicine  
Monday – Friday: 8:00 a.m. to 4:30 p.m.  
• Preventive wellness for pediatrics, adolescents, adults and geriatrics  
• Care of acute conditions  
• Chronic disease management for diabetes, hypertension, COPD, high cholesterol  
• Specialty services including: physical therapy, optometry, diabetic education, mental health services, midwifery and women’s health, lab and radiology

REFERRALS

While many specialty services are available at Broadlawns Medical Center, your provider can assist with making the appropriate referrals if/as necessary.
Together a healthy community.