Advocate Health Care®

Good Samaritan Hospital

Clinical Affiliations
Orientation Handbook

Contact Information for Pre-Licensure Clinical Affiliations

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ADVOCATE GOOD SAMARITAN HOSPITAL

313 BEDS	1,249 PHYSICIANS	68 SPECIALTIES
836 NURSES	PART OF A TOP 3 NOT-FOR-PROFIT HEALTH SYSTEM	

Advocate Good Samaritan Hospital in Downers Grove is the leading health care provider in Chicago's western suburbs with a Level I Trauma Center and a certified Level III neonatal intensive care unit. The hospital offers advanced treatment in a variety of specialties with newly-designed spaces that includes state-of-the-art technology and innovations for patient comfort and clinical excellence. With a wide selection of primary care physicians and locations throughout the western suburbs, Good Samaritan patients receive continuous, comprehensive and coordinated care in both outpatient and inpatient settings.

NATIONALLY RECOGNIZED FOR EXCELLENCE

U.S. News & World Report Best Hospitals

Newsweek Best Hospitals

American Heart Association. Get with the Guidelines

healthgrades

2023 Practice Greenhealth ENVIRONMENTAL EXCELLENCE AWARDS

MAGNET RECOGNIZED

CLINICAL EXPERTISE AND SPECIALTIES

Heart Care
Leader in care and diagnostics of complex heart conditions, minimally invasive procedures like TAVR and Watchman, cutting edge research and comprehensive rehabilitation programs.

Stroke Care
Primary Stroke Center certified by DNV GL for the treatment of patients with signs and symptoms of stroke.

Bariatric Surgery
Weight management solutions, nutrition counseling, minimally invasive surgical options.

Level I Trauma Center
The only Level I center in DuPage County. Offers 24-hour specialty care while serving as a resource to area Level II centers.

Bhorade Cancer Center
Houses destination programs accredited by the American College of Surgeons' Commission on Cancer in the form of multidisciplinary cancer care for patients in newly-designed space.

Spine Care Center
Offers advanced tools for diagnostics and minimally invasive treatment with a world class, multidisciplinary team of spine specialists.

CARING FOR OUR COMMUNITIES

Healthy Lifestyle Workshops provide nutrition education and provide fresh produce to those in vulnerable communities.

Access DuPage provides medical services for low-income and medically uninsured residents.

Behavioral health Community Linkage Specialist connects mental health and substance use patients to services and resources and conducts home visits after hospital stay.

3815 Highland Ave., Downers Grove, IL 60515 | advocatehealth.com/gsam | 630-275-5900

Advocate Health Care | Now part of ADVOCATEHEALTH

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Advocate Good Samaritan Hospital leadership team

Eric Rhodes
President

William Rhoades, DO
Chief Medical Officer

Roseanne Niese
Vice President, Chief Nursing Officer

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Hospital Emergency Information (Dial 31-3333 or 31-4444)

Plain Language Emergency Alert Standardization

- There are 4 plain language CATEGORIES that will serve as the CORE ANNOUNCEMENT for all emergency notifications (e.g., pager, test, overhead announcement)
- Following the Core Announcement, the type of actual emergency (in plain language) and location will be communicated.
    - Example: "*Medical Alert – Rapid Response Team – Unit 40 – Room* ----

Facility Alert (may include but not limited to)

Utilities Disruption
Fire Alarm
Electricity Disruption
Hazardous Spill
Decontamination
Evacuation
Incident Command
Health Informatics & Technology (HIT/IS)

Weather Alert (may include but not limited to)

Severe Thunderstorm
Tornado
Snowstorm
Ice Storm

Security Alert (may include but not limited to)

Missing Person: Adult/Child/Infant with description /last location
Suspicious Package/Bomb Threat
Security Assist
Active Threat
Perimeter Control/Lock Down

Medical Alert (may include but not limited to)

Patient Surge-Stand By
Patient Surge
Trauma - Adult/Pediatric
Medical Code Team - Adult/Pediatric
Rapid Response Team - Adult/Pediatric
Stroke Alert
Behavioral Health Response Team
Sepsis Alert
STEMI Alert
Help Response

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Directions to Advocate Good Samaritan Hospital

3815 Highland Avenue
Downers Grove, IL 60515
(630) 275-5900

Chicago – Eisenhower (I-290) west to I-88 west towards Aurora. Continue on I-88 west. Exit at Highland Avenue Southbound. Go 1 mile south and the hospital is on left (east side of Highland). There is a traffic light in front of it.

Chicago (South Side) – Take I-294 north to Wisconsin. Exit Ogden Avenue West. Turn right (north) on Main Street. It becomes Highland Avenue. Continue on Highland Ave and the hospital is half a mile north of Ogden on the right (east side of Highland).

Chicago (North Side or O'Hare Airport) – Take I-294 south to I-88. Take I-88 west towards Aurora. Exit at Highland Avenue southbound. Go one mile south and the hospital is on left (east side of Highland). There is a traffic light in front of it.

East-West Tollway – Take I-88 west and exit southbound on Highland Avenue. Go one mile south and the hospital is on the left (east side of Highland). There is a traffic light at the entrance.

Stevenson Expressway – Take I-55 south to St. Louis. Exit at I-55 south at Lemont Road north exit. Go north on Lemont Road. It becomes Main Street and then becomes Highland Avenue. Continue north on Highland (cross Ogden Avenue) and the hospital is half a mile north of Ogden on right (east side of Highland). There is a traffic light at the entrance.

From Joliet & Lockport Area – Take Rt. 53 north to I-55 north towards Chicago. Exit at Lemont Road northbound. Proceed north on Lemont Road and it becomes Main Street. Proceed north on Main Street crossing Ogden Avenue. Main Street becomes Highland Avenue. Continue north on Highland Avenue. The hospital is half a mile north of Ogden Avenue on the right side (east side of Highland). There is a traffic light at the entrance.

Route 83 North – Exit on 31st Street and head west. At Highland Avenue turn left (south). Go one mile south and the hospital is on the left (east side of Highland Ave). There is a traffic light at the entrance.

Route I-355 – Exit on Ogden Avenue heading east to Main Street (also called Highland Avenue). Turn left on Highland (north) and the hospital is half a mile north of Ogden Avenue on the right (east side of Highland).

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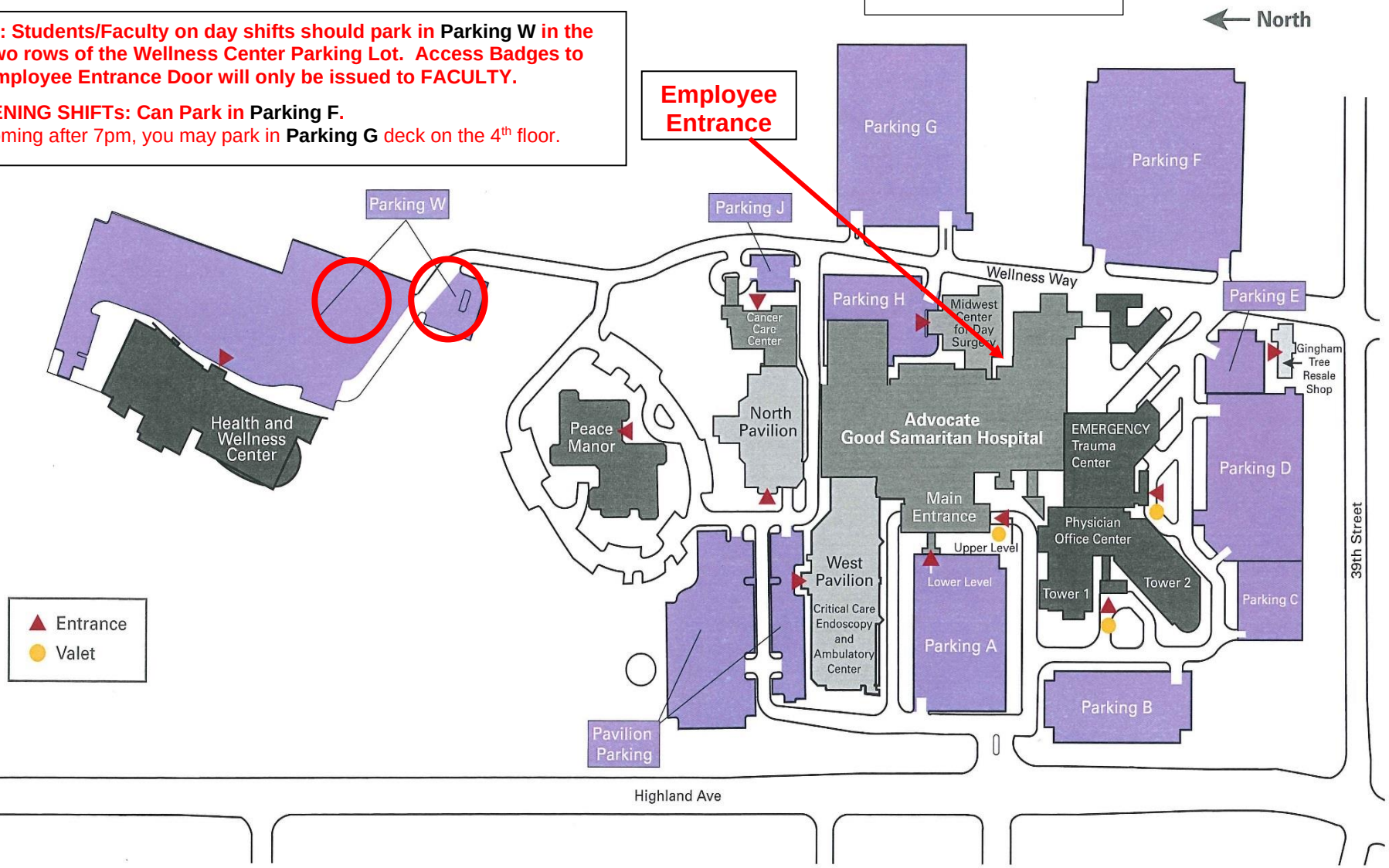
FACULTY & STUDENT PARKING

NOTE: Students/Faculty on day shifts should park in Parking W in the last two rows of the Wellness Center Parking Lot. Access Badges to the Employee Entrance Door will only be issued to FACULTY.

- **EVENING SHIFTs: Can Park in Parking F.**
- If coming after 7pm, you may park in **Parking G** deck on the 4th floor.

Campus Map



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Advocate Good Samaritan Hospital

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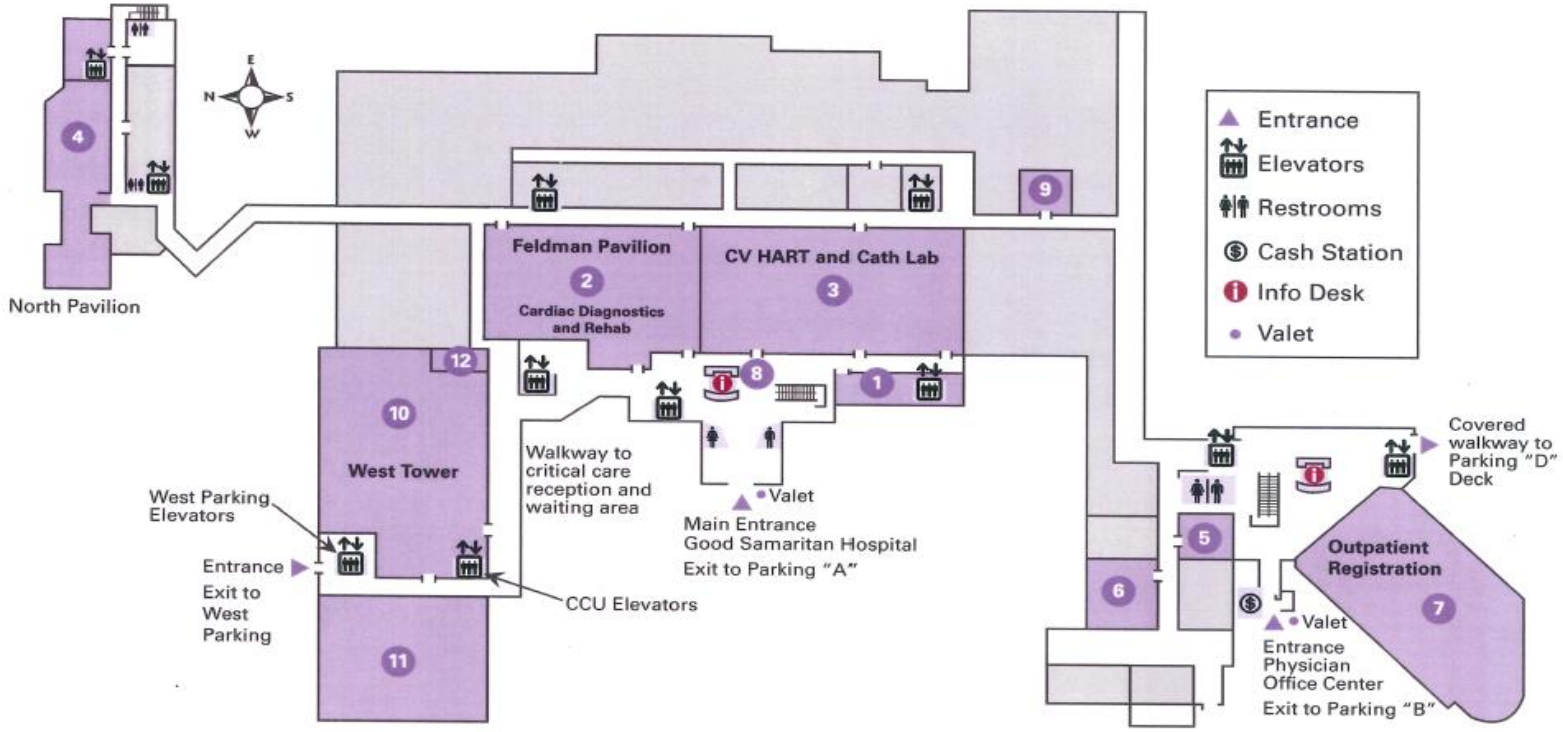
Ground Floor

Advocate Good Samaritan Hospital



1. Admitting
2. Deb and Alan Feldman Cardiovascular Pavilion
   - Cardiac Diagnostics and Rehabilitation
3. CV HART (Cardiovascular Heart Assessment, Recovery and Treatment) and Catherization Lab
4. Lipinski Center for Learning
   - Birch, Elm, Maple, Pine Rooms
   - Bhorade Cancer Center Conference Room
5. Employee Health
6. Medical Records
7. Outpatient Services Center/ Outpatient Registration
   - Pre-Surgical Testing
   - Lab/ EKG
   - Breast Center Mammography
8. Reptrax Vendor Check In
9. Volunteer Services/Auxiliary
10. West Tower
11.
    - Ambulatory Care
    - Waiting Area
    - Endoscopy/GI Lab
    - Pain Management
    - Wound Care/Hyperbaric Chamber
12. Pulmonary Function Testing, EEG and EMG Services

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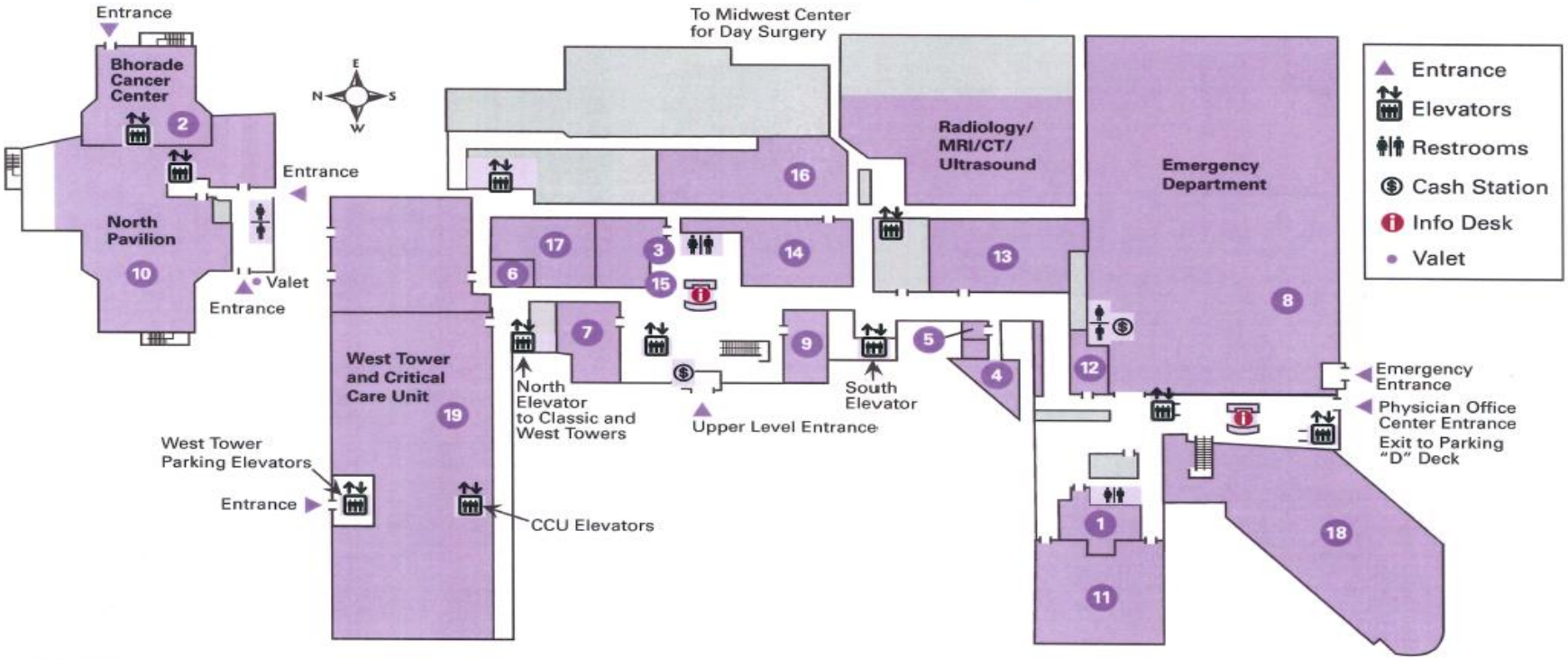
First Floor

Advocate Good Samaritan Hospital



1. Oaks Cafe/Cafeteria
2. Bhorade Cancer Center
3. Financial Counselor
4. Chapel
5. Chaplain Office/Office of Mission and Spiritual Care
6. CCU Family Waiting
7. Daisy Basket Gift Shop
8. Financial Counselor
9. Java City Coffee Shop
10. North Pavilion
    a. Physician Offices
    b. Behavioral Health
       • Outpatient (Floor 2)
       • Inpatient (Floor 3)
    c. Sleep Center (Floor 2)
    d. Speech Therapy (Floor 2)
    e. Partial Hospitalization Program (PHP) (Floor 2)
11. Oak Rooms/Dining Area
12. Public Safety
13. Radiology – MRI/CT/Ultrasound
14. Hope Oncology
15. Reptrax Vendor Check In
16. Surgical Care Pavilion
17. Surgical Family Waiting Area
18. Tower 2 – First Floor
    • Outpatient Dialysis
19. West Tower and Critical Care Unit

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Alcatel Telephone System Quick Reference Guide

The telephone number for **Advocate Good Samaritan Hospital** is 630-275-5900

If you know the extension, it may be **direct dialed** at 630-275- (extension number)

To Make an **Internal** Call or **Transfer a Call**: Dial "31" then the 4-digit extension.

To Make an **External Call**: Dial 9 for the outside line, then the number

To **Page**: Dial 31-1300 and follow instructions.

For an **Emergency**: Push the Emergency button or dial 31-3333.

Other Important Extensions

Department	Unit	Nurses Station	Location
Behavioral Health	Behavioral Health	31-6300	North Pavilion - 3rd Floor
Birth Center / L & D	Unit 31	31-3192	Classic Tower – 3rd Floor – North Elevator
Cardiovascular	CV H.A.R.T.	31-1600	LL Atrium South-Ground Floor
CCU Stepdown	CC-Pod 2	31-7200	West Tower - Middle Pod - 1st Floor
Critical Care	Critical Care	31-7100	West Tower – 1st Floor
Critical Care	CC-Pod 1	31-7100	West Tower – 1st Floor
Critical Care	CC-Pod 3	31-7300	West Tower – 1st Floor
Dialysis (inpatient) HOPE		31-4677	Classic Tower – 1st Floor Center Hall
Emergency Room		31-1116	Hospital – 1st Floor South
Endoscopy Center		31-7900	West Tower – Ground Floor
Family Focus	Unit 33	31-3300	Classic Tower – 3rd Floor – South Elevator
Human Resources		31-1916	Classic Tower – 1st floor Back Hallway
Information Technology		52-7000	
Infusion Center		31-2300	Bhorade Cancer Center
Intermediate Cardiac Care	Unit 30	31-3050	West Tower – 3rd Floor - North Elevator
Intermediate Neuro Care	Unit 40	31-4050	West Tower - 4th Floor – North Elevator
Observation	Unit 52	31-5200	Classic Tower – 5th Floor – North Elevator
Oncology/Med Surg	Unit 41/42/43	41-4200	Classic Tower – 4th Floor – North Elevator
Overflow	Unit 53	31-5300	Classic Tower – 4th Floor – South Elevator
Pharmacy		31-1042	Ground Floor – Center Hallway
Post-Surgical Unit / Ortho	Unit 50	31-5050	West Tower – 5th Floor – North Elevator
Public Safety		31-1166	
Special Care Nursery / Neonatal	Unit 44	31-4400	Classic Tower – 4th Floor – South Elevator
Surgical Care Pavilion		31-7600	Classic Tower – 1st Floor – Center Hall
Surgical Services		31-1100	

Other Clinical Experience Requirements

Student/Faculty Parking & Entrance into the Hospital – see attached maps

- All students/faculty are to park in Parking W which is in the last two rows of the Wellness Center Parking lot or Parking F if clinical is on PM shifts. If coming after 7pm, you may park in the Employee/East Parking G deck on the 4th floor.
- Prelicensure Students: Picture ID with appropriate access will only be issued to faculty.
- On-site clinical faculty will obtain a GSAM ID badge from public safety prior to the beginning of their rotation. Please keep this badge for future use if returning for next clinical. Do not return to Security Office.
- All badge cards are the property of Good Samaritan Hospital. Lost or damaged cards can be replaced for $10 each by contacting the Clinical Affiliations Coordinator.

Student Identification

- Students will wear their school-provided picture identification while on GSAM property. ID badges will be worn above the waist while on GSAM property.

Restraints (Physical and/or Chemical)

- Students do not apply, administer, or document regarding restraints.
- Notify staff members for assistance.

Health Insurance Portability & Accountability Act (HIPAA) & Confidentiality

- Ensure that all patient specific information is kept private and confidential.
- Do not make copies or print from the medical record.

Access to the Patient's Electronic Medical Record (EPIC)

- Access takes several weeks to process so it is strongly recommended that faculty and students assigned to rotations in mCE (myClinicalExchange) complete required compliance several weeks prior to the clinical start date.
- Access will be processed based on report pulled from mCE (myClinicalExchange) when compliance is complete, and instructor or student shows Green Thumbs Up.
- A user ID (Network ID/AAH ID) is required to gain access to the EPIC application.
- If it is a NEW ID, an email from will be sent to the student/faculty email address to sign the confidentiality statement and activate the account. This must be done before the user may login to EPIC.
- AAH/ID and EPIC user ID Instructions: Read all directions carefully and follow specified instructions to either: Activate NEW ID per email received; Activate if no email received; Recover current Network ID/AAH ID; or reset a current Advocate Aurora Network ID password.
- EPIC requires a password reset every 90 days. You may receive an email with a reminder.

Other Helpful Hints

- Be cognizant of the noise level on the units.
- Communicate with the staff you will be working with (i.e., tasks you can do independently, tasks that must be performed with the faculty, or tasks you are NOT permitted to do, etc.)
- Offer assistance or seek out additional learning experiences during your down time.
- When in doubt, look up the Policy and Procedure.