



## Facts About Loyola Medicine

### Accreditation

Loyola Medicine is accredited with Full Standards Compliance from the Joint Commission. Loyola has voluntarily participated in the Joint Commission accreditation process since it opened in 1969 and continues to be re-evaluated every three years.

### Academic Medicine

Loyola's doctors teach at [Loyola University Chicago Stritch School of Medicine](#) (Stritch), which is a national role model in reinventing medical education to prepare students for today's healthcare environment. Stritch is one of only four Catholic-affiliated medical schools in the nation. Loyola has more than 1,000 physician faculty members, 650 residents and fellows and 600 medical students.

### Specialty Care

Loyola has been nationally recognized in the Castle Connelly guide, America's Top Doctors and *U.S. News & World Report* for its physicians and specialty medical care. In addition, Loyola has earned a reputation for excellence in [cardiovascular services](#), [cancer care](#), [children's services](#), [neurosciences](#) and [transplant](#) services. Learn more about Loyola's [medical services](#) and clinical programs.

### Recognized Quality Nursing Staff

In order to provide the best service for each patient, Loyola staffs nurses each day according to our patients' needs. Each day at Loyola, registered nurses, patient care technicians and other personnel care for patients. Since 2009, Loyola has been recognized for exceptional patient care and nursing excellence with the Magnet designation from the American Nurses Credentialing Center, an affiliate of the American Nurses Association.

### Loyola's Outcomes

Loyola is committed to transparency in reporting the performance metrics of our hospital staff. Patients can obtain information such as death rate and complication frequency for specific procedures or physicians. We encourage you to speak with your doctor about the outcomes for any procedure that is being considered as part of your treatment plan.

### Leadership in Ethics

The [Neiswanger Institute for Bioethics and Health Policy](#) supports Loyola's need for ethical consultation. These consultation services are available for all patients, families, physicians, nurses, social workers and other healthcare providers involved in patient care.

## **Committed to Patient Satisfaction**

Loyola is committed to patient satisfaction and wants to know about your positive and negative experiences so that we may improve. Patient relations coordinators respond to complaints, concerns or grievances that patients may have. The patient relations department may be reached at 888-LUHS-888, extension 6-5140. A patient bill of rights is located in each patient's room and in the main entrances of all Loyola facilities.

## **Personal Health Records**

Loyola became one of the first health systems in the state to share health information electronically through two record-exchange consortiums. The information exchange adopted in 2014 enables Loyola to share a patient's electronic health information with outside providers such as hospitals, nursing homes, home care agencies and non-Loyola physicians, with the patient's signed consent. In turn, a Loyola provider can obtain a patient's records from outside providers, thus creating a more complete picture of the patient's condition. Loyola will obtain a patient's signed consent before sharing health information electronically and a patient can revoke such consent at any time.

Exchanging health information electronically means doctors will have quicker access to more complete medical histories, allowing for better-informed and safer decisions about patient care. Learn more about our [health information exchange](#).

## **Follow-up Care**

Before a patient leaves the hospital, doctors work with social workers to develop a personalized discharge plan based on the needs of the patient. A variety of services are available for patients, including [support groups](#), [rehabilitative services](#), [pastoral care services](#), [home care](#) and [hospice](#).