



Interview requests

To arrange an interview with a patient, volunteer or staff member, call Erin Lounsberry, Media Relations Coordinator, at 309/779-2981 or 309/373-3839 (media cell phone).

If you can't reach Erin, please contact the Marketing & Communications office at 309/779-2912 during regular business hours for assistance.

- **Advance notice of on-site interviews is required** due to federal privacy laws, including for Trinity affiliates such as Trinity College of Nursing and Health Sciences, Trinity VNHA and the Robert Young Center for Community Mental Health. It also allows us to arrange for a room for the media interview or photo shoot, notify patient care areas involved, and/or line-up appropriate patients, families and staff for your story, as well as contact security.
- **To protect the privacy of our patients and families, a representative from the Marketing and Communications department, their designee, or Security must accompany all reporters, film crews and photographers on campus.**
- When using one of our staff members or volunteers in a story, we ask that you identify him/her by their appropriate title and hospital related to their work or role at Trinity.

For patient condition reports contact:

- **During normal business hours:** for patients at any Trinity campus between the hours of **8 a.m. and 4:30 p.m., Monday–Friday**, contact Erin Lounsberry at 309/779-2981 (office) or 309/373-3839 (media cell phone). Please specify campus, as well as first and last name of the patient.
- **After hours and on weekends:** please call 309/779-2259 for the patient care supervisor on-duty. You may also dial 309/779-5000 and ask the operator to page the patient care supervisor. Please specify campus, as well as first and last name of the patient.

Below are the conditions Trinity will provide for adult patients. Note: the term stable should NOT be used as a condition.

- **Good:** Vital signs are stable and within normal limits. The patient is conscious and comfortable; indicators are excellent.
- **Fair:** Vital signs are stable and within normal limits. Patient is conscious but may be uncomfortable. Indicators are favorable.
- **Serious:** Vital signs may be unstable and not within normal limits. Patient is acutely ill. Indicators are questionable.
- **Critical:** Vital signs are unstable and not within normal limits. Patient may be unconscious. Indicators are unfavorable.

Reasons a condition report might not be available to members of the media:

- The reporter does not provide **the first and last name** of the patient.
- **The patient is a minor.** Exception: If the minor's name has been identified in the news as well as where the patient is located **and the family has given their consent**, a condition report may be given if the correct first and last name of the minor is given by the member of the media.
- **The patient has been a victim of violence** and the patient's name or location has not been identified to or by the media.
- **A patient is not currently or never was a patient.** The standard response is, "I have no patient listed by that name in our directory."
- **The patient and/or the patient family have requested that the patient be listed as confidential.** This could occur upon admission or anytime during hospitalization OR the patient decides during his or her stay to change status to confidential. If a person is listed as confidential, the standard response is, "I have no patient listed by that name in our directory."
- **The patient is receiving Mental Health or Chemical Dependency services.** The federal Confidentiality of Alcohol and Drug Abuse Patient Records regulations and the state Department of Mental Health and Developmental Disabilities Confidentiality Act prohibit release of any information.

Updated: 01/11