

# Patient Handbook

 Stormont Vail Health



# WELCOME

Stormont Vail Health has long been a leader in providing high quality health care services to northeast Kansans. We are a locally owned, locally governed health care system that knows the community and region we serve. We care for the people we serve, just as we would want care provided to our loved ones.

That is why we continually seek out and retain the best physicians and providers, the best in technology and services, and we'll go the extra mile to provide that. We believe that our care is about the patient — and that means finding the right treatments and solutions for those we are entrusted to provide care, and providing it in a customer-friendly and compassionate manner.

Stormont Vail is built on a culture of delivering safe, high quality patient and staff services. We believe that partnerships with our patients, with other health care providers and organizations, and with community groups is part of the future in delivering the best possible care to the communities we serve in Kansas.

Our vision for the future is to be a national leader in providing compassionate, high quality and efficient integrated care through collaboration resulting in a healthier community.

Randy Peterson  
Stormont Vail Health  
President and Chief Executive Officer

*Stormont Vail Health and Cotton O'Neil provide services without regard to ability to pay, race, color, creed, sexual orientation, national origin, religion, disability and age.*

*Stormont Vail Health is a member of VHA Inc. and is fully accredited by The Joint Commission.*

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# ABOUT STORMONT VAIL HEALTH

## OUR MISSION/VISION/VALUES

### Mission

Working together to improve the health of our community

### Vision

Stormont Vail Health will be a national leader in providing compassionate, high quality, and efficient integrated care through collaboration that results in a healthier community.

### Values

- **Service to Others:** We meet or exceed the needs and expectations of those we serve.
- **Quality:** We create an environment of trust, comfort and confidence brought about by a competent, compassionate and caring staff.
- **Teamwork:** We do together what cannot be done alone.
- **Respect:** We honor the dignity and creative potential of each staff member.
- **Viability:** We assure our mission by remaining profitable.

## OUR HISTORY

Stormont Vail Health has been caring for generations of Kansans for more than 130 years. The integrated health care organization has reached many milestones during its history, with the goal of providing excellence in health care for the community.

The organization has roots in Christ's Hospital – which started in 1884 on the grounds where Stormont Vail Hospital is located today – and the Jane C. Stormont Hospital and Training School for Nurses that opened its doors in 1895 in the Potwin neighborhood. The two merged in 1949. Another pivotal merger came in 1995, when Stormont Vail and Cotton O'Neil, a primary and specialty care physician clinic, joined forces, creating the foundation for the development of an integrated health care system.

Since then, specialty clinics for pediatric care, as well as diagnosis and treatment centers for heart, cancer, diabetes, wound care, digestive health and other specialties, have been created. A trauma services program was developed to provide care for Kansans.

Stormont Vail is known for its network of health care providers, primary and specialty clinics, a 586-bed acute care hospital and services, and a comprehensive electronic medical record. The organization cares for both inpatients and outpatients, from a specialized level of infant care to a variety of older adult services. It has an extensive reach into Kansas through its physicians and clinics, and its staff daily carries out the organization's mission: *Working together to improve the health of our community.*

## JOINT COMMISSION ACCREDITATION

The Joint Commission is an independent not-for-profit organization that has been accrediting health care organizations in the United States since 1951. The Joint Commission strives to continuously improve health care for the public by evaluating health care organizations through unannounced surveys. The goal is to inspire health care organizations to provide the highest level of safe quality patient care.

Our patient care staff works diligently to provide quality patient care. If you have a concern about care you or a loved one received, let us know. You can help us identify problems and make corrections, if needed. Concerns can be communicated to the Stormont Vail Patient Advocate at (785) 354-6277.

Issues concerning safety and quality of care can also be reported to The Joint Commission by filing a complaint online at [www.jointcommission.org](http://www.jointcommission.org) or by:

- Email: [patientsafetyreport@jointcommission.org](mailto:patientsafetyreport@jointcommission.org)
- Fax: (630) 792-5636
- Mail: Office of Quality and Patient Safety  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181

The Joint Commission accreditation survey is part of Stormont Vail Health's continued commitment to quality assurance for patients and residents of Kansas.

## MAGNET RECOGNITION

Developed by the American Nurses Credentialing Center (ANCC), the Magnet Recognition Program® recognizes health care organizations for quality patient care, nursing excellence and innovations in professional nursing practice. Stormont Vail was evaluated by the ANCC and found to give some of the best care not only in Kansas but also the world. In 2009, Stormont Vail became one of only two hospitals in the state of Kansas to be awarded this designation, and in 2014, achieved redesignation. Stormont Vail joins the ranks of world-class patient care organizations including The Mayo Clinic, John Hopkins and Cedars-Sinai, just to name a few. Currently approximately 450 hospitals worldwide hold Magnet Recognition.

## MAYO CLINIC CARE NETWORK

Stormont Vail Health is a member of the Mayo Clinic Care Network, which extends Mayo

Clinic's knowledge and expertise to Stormont Vail and Cotton O'Neil physicians and providers who are working together in the best interest of their patients. Through this collaboration, Stormont Vail providers have access to the latest Mayo Clinic expertise to help care for patients and improve the health of the community.

Stormont Vail is working with Mayo Clinic so patients can benefit from leading medical expertise and physician collaboration focused on keeping care close to home. Both Stormont Vail and Mayo Clinic share the commitment that health care should be provided close to home whenever possible.

## **CODE OF CONDUCT FOR PATIENTS**

In an effort to provide a safe and healthy environment for staff, visitors, patients and their families, Stormont Vail Health expects visitors, patients and accompanying family members to refrain from unacceptable behaviors that are disruptive or pose a threat to the rights or safety of other patients and staff.

The following behaviors are prohibited:

- Possession of firearms or any weapons
- Physical assault, arson or inflicting bodily harm
- Throwing objects
- Climbing on furniture or toys (adults are expected to supervise children in their care.)
- Making verbal threats to harm another individual or destroying property
- Making menacing gestures
- Attempting to intimidate or harass other individuals
- Making harassing, offensive or intimidating statements, or threats of violence through phone calls, letters, voicemail, email or other forms of written, verbal or electronic communication
- Racial or cultural slurs or other derogatory remarks associated with, but not limited to, race, language or sexuality

If you are subjected to any of these behaviors or witness inappropriate behavior, please report it to any staff member. Violators are subject to removal from the facility and/or discharge from the practice.

## **NO VIOLENCE POLICY**

Stormont Vail Health is committed to providing a safe environment for patients, employees and visitors. If verbal or physical abuse occurs or is threatened, our Security staff and/or

the Topeka Police Department will be called immediately.

## CONCEALED WEAPONS

Concealed weapons and open carry weapons are absolutely prohibited on all Stormont Vail Health property. This prohibition specifically includes any handgun licensed for “concealed carry” under Kansas Law (KSA 75-7C10). Anyone who chooses to violate this prohibition is subject to prosecution (trespassing).

## TIPS FOR BECOMING MORE INVOLVED IN YOUR HEALTH CARE

You owe it to your health to establish and maintain good lines of communication. The following are helpful tips to keep in mind as you speak with all of your health care providers.

1. The single most important way you can help to prevent errors is to be an active member of your health care team.
2. Speak up if you have any questions or concerns. You have a right to question anyone who is involved with your care.
3. Take an active role in your health care decisions; we encourage and want you to become an active participant in your health care. One way you can do this is to sign up for MyChart. Instructions are on stormontvail.org
4. Make sure that someone is coordinating your care, either your personal doctor, a family member or a designated advocate.
5. Learn about your condition and treatments by asking your health care providers, and by using other reliable sources.
6. Make sure that all your health care providers know what medications you are taking and which immunizations you have received in the past. This includes prescription and over-the-counter medicines, and dietary supplements such as vitamins and herbs.
7. Ask for written information about the side effects your medicine could cause.
8. Make sure your doctors and nurses know about any allergies and adverse reactions you have had to medications.
9. Get the results of any test or procedure from your health care provider.
10. When you are in the hospital, wash your hands frequently especially before eating and after using the restroom. Consider asking all health care workers who have direct contact with you whether they have washed their hands.  
Hand washing is an important way to prevent the spread of infections in hospitals.
11. Cover your nose/mouth with a tissue when coughing or sneezing to prevent the spread of infection to others. Be sure to throw away used

tissues and clean your hands after coughing or sneezing.

12. If you are in isolation precautions, make sure that all health care workers are wearing protective clothing (e.g., mask, gown or gloves) for all direct patient care with you or your environment. Family members are expected to wear the same protection when visiting. This helps to prevent the spread of infection to you or others within the hospital.
13. When you are being discharged from the hospital, ask your health care provider to explain the treatment plan you will use at home and whom to contact for follow up or questions.

**In addition, if you are having surgery:**

14. Make sure that you, your doctor, and your surgeon all agree and are clear on exactly what will be done.
15. Stormont Vail staff may ask you or your legal representative to confirm your identity before administering a medication, transporting to a test, before a procedure and in other situations.
16. We will verify with you the correct surgeon and the correct procedure. If the procedure is on the right versus left side, then the correct side will be marked. If you do not understand the procedure, you have the right to talk to your surgeon before your surgery.

Stormont Vail Health is available to provide health care resources for you and your family. For more information, please refer to our website at [stormontvail.org](http://stormontvail.org).

## MEDICATIONS/ALLERGIES

It is important to keep an accurate record of all the medications you use. This includes prescription medications, over-the-counter medications such as aspirin or cold remedies, vitamins, herbal preparations and “home remedies.” All of your care providers need this information to manage your care appropriately. Allergies to certain foods or medications can be significant in your care. Here are examples of how this information can be kept.

An up-to-date copy of your medications and allergies is provided at your Cotton O’Neil office visit (or electronically if you use MyChart.) You are also provided your medication summary at your hospital discharge. Always keep this list handy – take it to visits with any health care provider. Printable forms are available on our website at [stormontvail.org](http://stormontvail.org). Click on the “For Patients and Visitors” tab, select “Resources,” then click on “Patient Handbook.” By signing up for MyChart, you always have access to this important health information.



## Medication Records

Name: \_\_\_\_\_ Birthdate: \_\_\_\_\_

Medication or Food Allergy	
Medication/Food	Reaction
<i>Example: Penicillin</i>	<i>Rash and hives</i>
<i>Example: Strawberries</i>	<i>Throat tightens up</i>

Medications (include prescriptions, over-the-counter medications, herbal, or vitamin supplements)			
Medication	Dose	Directions for use	Reason for Medication
<i>Example: Zocor</i>	<i>40 mg</i>	<i>Every evening – 1</i>	<i>Cholesterol pill</i>
<i>Example: Lasix</i>	<i>20 mg</i>	<i>Every morning – 1</i>	<i>Water pill</i>

It is important to know all of your health care providers and where you routinely have your medications filled. This helps in the coordination of your care and allows us to provide your care more efficiently. Along with your list of medications and allergies, keep a list of the names of health care providers you see for particular problems, such as heart conditions, kidney problems or therapy/counseling. It is important in the overall management of your health care that we can work together as a team.

## Immunizations

Another important record in the coordination of your health care is your immunization or vaccine record. Children and adults all should receive periodic recommended immunizations to protect themselves as well as others from diseases such as pertussis (“whooping cough”), measles and influenza. Keeping an up-to-date immunization record

Caregiver Names & Contact Phone Numbers		
	Name/Specialty	Phone Number
<i>Primary Physician</i>	<i>Example: Dr. Adam Adamson</i>	<i>785-555-1111</i>
<i>Physician</i>	<i>Ex.: Dr. Ben Benson – heart doctor</i>	<i>785-555-2222</i>
<i>Physician</i>	<i>Ex.: Dr. Carl Carlson – kidney doctor</i>	<i>785-555-3333</i>
<i>Pharmacy</i>	<i>Ex.: BetterDrugs</i>	<i>785-555-4444</i>

helps your health care provider know what, if any, immunizations you or your child needs. Although many childhood illnesses or “vaccine-preventable” diseases seem rare or even eliminated, the mobility of our society makes these contagious diseases a very real health threat. Immunizations help protect from life-threatening infections such as tetanus as well as help to protect the very vulnerable and infants who may not be able to be immunized. Please keep your immunization record up to date — it could save you an unnecessary shot and save your life. Stormont Vail Health and Cotton O’Neil provide annual influenza vaccine immunization “clinics” as a community service to Cotton O’Neil patients. Watch for information on our website, on Facebook or in the local media.

### **Influenza and Pneumococcal Disease in Older Adults**

The “flu” and pneumococcal disease are a major problem for older Americans despite the availability of medication that might help. Please get a flu shot regularly. Let us know if we can help you.

## **PATIENT RIGHTS AND RESPONSIBILITIES**

Stormont Vail Health and Cotton O’Neil are committed to protecting the rights of the patients we serve. This policy is intended to serve as a guideline for the following patient rights and responsibilities:

### **PATIENT RIGHTS**

- The right to medical care, treatment and services within our organization’s capability and mission and in compliance with law and regulation
- The right to respectful care with regard to your cultural, psychological and personal values, beliefs and preferences
- The right to privacy
- The right to pain management
- The right to receive information about your rights
- The right to be treated in a dignified and respectful manner and environment that supports your dignity
- The right to religious and other spiritual accommodation
- The right to end-of-life decisions, regarding your care, treatment and services including advance directives and organ donation
- The right to be informed if we are able, unable or unwilling to honor advance directives
- The right to access, to request an amendment or a restriction, and obtain information on disclosure of your health information in accordance with law and regulation
- The right to receive information in a manner that you understand with respect to

age, language and ability to understand

- The right to effective communication with respect to vision, speech, hearing or cognitive impairments in a manner that meets your needs. Necessary interpretive services will be provided free of charge.
- The right to have your physician notified of your admission to the hospital, upon request
- The right to participate in decisions about your care, treatment and services including the right to involve a surrogate decision-maker in making decisions if you are unable
- The right to refuse care, treatment and services in accordance with law and regulation
- When a surrogate decision-maker is responsible for making decisions regarding care, treatment and services, the organization respects the surrogate decision-maker's right to refuse care, treatment and services on the patient's behalf in accordance with law and regulation.
- The right to involve the patient's family, support person and/or surrogate in making decisions regarding care, treatment and services to the extent permitted by the patient or surrogate decision-maker in accordance with law and regulation
- The right to be informed, including the surrogate decision-maker, about your diagnosis and proposed treatment plan and about the outcomes of care, treatment and services including unanticipated outcomes of care, treatment and services
- The right to have a support person(s) present during the course of your medical care
- The right to give or withhold informed consent and the right for the surrogate decision-maker to give or withhold informed consent if you are unable
- The right to receive information about the individuals responsible for, as well as those providing, your care, treatment and services
- The right to be informed of expected services and financial charges and to receive an explanation of your bill
- The right to have your rights protected during research, investigation and clinical trials
- The right to be free from neglect, exploitation and verbal, mental, physical or sexual abuse and access to protective and advocacy services. Kansas Department of Aging & Disability Services complaint hotline 1-800-842-0078
- The right to receive health care without discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, or gender identity or expression
- The right to have your complaints reviewed by our organization and the right to be informed about the complaint resolution process
- The right to voice complaints and recommend changes freely without retaliation, discrimination or unreasonable interruption of care

- The right to be informed and the right to give, withhold or rescind consent for the production or use of recorded or filmed images of you for purposes other than your health care
- The patient responsibility not to record medical procedures or interactions without consent from health care staff.

## NON-DISCRIMINATION

As a recipient of federal financial assistance, Stormont Vail Health does not exclude, deny benefits to, or otherwise discriminate against any person on the grounds of race, color, national origin, disability, or age in admission to, participation in, or receipt of the services and benefits under any of its programs and activities, and in staff and employee assignments to patients, whether carried out by Stormont Vail Health directly or through a contractor or any other entity with which Stormont Vail Health arranges to carry out its programs and activities. This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (nondiscrimination on the basis of race, color, national origin), Section 504 of the Rehabilitation Act of 1973 (nondiscrimination on the basis of disability), the Age Discrimination Act of 1975 (nondiscrimination on the basis of age), regulations of the U.S. Department of Health and Human Services issued pursuant to these three statutes at Title 45 Code of Federal Regulations Parts 80, 84 and 91, Additionally, in accordance with Section 1557 of the Patient Protection and Affordable Care Act of 2010, 42 U.S.C. § 18116, Stormont Vail Health does not exclude, deny benefits to, or otherwise discriminate against any person on the grounds of sex including gender identity in admission to, participation in, or receipt of the services and benefits under any of its health programs and activities, and in staff and employee assignments, whether carried out by Stormont Vail Health directly or through a contractor or any other entity with which Stormont Vail Health arranges to carry out its programs and activities. In case of questions, please contact Corporate Compliance at (785) 354-6008 (TDD) (785) 354-5260.

## PATIENT RESPONSIBILITIES

The safety of health care delivery is enhanced when patients, as appropriate to their condition, are partners in the health care process. Patients have the following responsibilities:

- The responsibility to provide accurate information
- The responsibility to ask questions and acknowledge when they do not understand the treatment course or care decision
- The responsibility to follow instructions
- The responsibility to follow all policies, laws and regulations

- The responsibility to show respect and consideration to all providers, including maintaining civil language and behavior
- The responsibility to meet financial commitments

Other patient rights and responsibilities may exist that are not included in this policy based on Kansas and/or federal law and/or regulation. Your rights may change in accordance with changes to the applicable law and/or regulation.

## PROTECTED HEALTH INFORMATION - HIPAA

### Our Commitment to the Protection of Your Health Information

As your Provider of Choice, Stormont Vail Health is sensitive to the information we maintain regarding your health and our obligation to protect this information. We are required by law to:

- Protect the privacy of your health information and disclose it as the law permits;
- Explain our legal duties and privacy practices;
- Follow the practices found in this notice;
- Tell you when we cannot agree to a disclosure restriction request or an amendment; to a request that you asked us to make; and to accommodate a reasonable request to deliver your health information in a particular fashion or to a specific place.

HIPAA is the acronym for the Health Insurance Portability and Accountability Act. The regulations that implement most of this act went into effect on April 14, 2003, with new regulations effective Sept. 23, 2013. The United States Office of Civil Rights administers HIPAA regulations.

HIPAA outlines privacy standards designed to prevent the unauthorized access or use of Protected Health Information (PHI). PHI includes any oral, written or electronic information related to a patient's past, present or future physical or mental condition. This information often includes such items as the patient's name, date of birth, Social Security number, account number or even the patient's telephone number, or other information that may be linked or used to identify a specific patient.

### Your Rights Regarding Your PHI

Please read the Notice of Privacy Practices for information regarding these rights or contact our Privacy Office for assistance.

- **The Right to Access to Your Own Health Information:** You have the right to inspect and obtain a copy of the designated record set which is information used to make decisions about your care. We may deny your request to inspect and copy in certain very limited

circumstances as required by law.

- **Right to Request Restrictions:** There are two types of Restriction Requests:
  - Stormont Vail Health will agree to restrict disclosure of PHI about an individual to a health plan if the purpose of the disclosure is to carry out payment or health care operations and the PHI pertains solely to a service for which the individual, or a person other than the health plan, has paid Stormont Vail Health for in full.
  - You have the right to request other types of restrictions of our use or disclosure of your PHI. We are not required to agree to these requests.
- **Right to Request Confidential Communications:** You have the right to request that we communicate with you about medical matters in a certain way or at a certain location. We will try to accommodate reasonable requests. Your request must specify how or where you wish to be contacted.
- **Right to be Notified of a Breach:** You have the right to be notified in the event that we (or one of our business associates) discover a breach of unsecured protected health information involving your medical information.
- **Right to Inspect and Copy:** You have the right to inspect and receive a copy of PHI about you that may be used to make decisions about your health. A request to inspect your records may be made to your nurse or doctor while you are an inpatient or to the Health Information/Medical Records Department while an outpatient. For copies of your PHI, requests must go to the Health Information/Medical Records Department. For PHI in a designated record set that is maintained in an electronic format, you can request an electronic copy of such information. There may be a charge for these copies.
- **Right to Request an Amendment:** If you feel that health information we have about you is incorrect or incomplete, you may ask us to amend the information, for as long as Stormont Vail Health maintains the information. We are not required to agree to these requests.
- **Right to an Accounting of Disclosures:** You have the right to request, in certain circumstances, an "accounting of disclosures." A nominal fee may be charged for the cost of providing the list.
- If you request a visit not be billed by insurance, and the visit is paid in full at the time of service, this request will be granted. Please notify your registrar or nursing staff immediately to process this request.

Health information is often shared within the health care setting for the purpose of treatment, payment or health care operations. As an example, in order to provide a patient with the best possible treatment, medical information (diagnosis, lab results, etc.) must be freely shared between the health care professionals who care for the patient or to

obtain payment for the services that were provided. For other purposes, the release of PHI generally requires the specific authorization from a patient or the patient's authorized representative unless the HIPAA regulations or other state or federal laws permit the release.

The privacy and confidentiality of your medical records is very important to us. If you believe the privacy and confidentiality of your medical records has been compromised or a potential breach of confidentiality of any patient of Stormont Vail Health, please contact our chief privacy officer at (785) 354-6343.

Our Notice of Privacy Practices contains a full description of your HIPAA rights and the process for filing a request or complaint. This document is available to you at any Stormont Vail Health admissions/registration desk or business office and is available online at our website, [stormontvail.org](http://stormontvail.org). HIPAA request forms for audit, amendment and restriction requests are also found on this website under Patient Resources.

The Office of Civil Rights may be accessed by website at [www.hhs.gov/ocr/index.html](http://www.hhs.gov/ocr/index.html) or toll-free number (800) 368-1019.

## PRIVACY, CONFIDENTIALITY AND MEDICAL RECORDS

Your privacy, confidentiality and medical records responsibilities include but are not limited to the following:

- To respect the privacy and confidentiality of other patients and their medical records.
- To tell us if you believe the Privacy and Confidentiality of any patient or of any medical record has been compromised.

## FULL DISCLOSURE

Stormont Vail is committed to full and open communications with our patients and their families. A key component of this commitment is discussion of any unanticipated outcome with the patient and/or their family. Disclosure of such outcomes is consistent with and supports the Mission, Vision and Values of Stormont Vail Health.

Full disclosure demonstrates our respect and compassion for patients and a commitment to the patient's right to receive information regarding his or her care. We believe it also promotes patient input into care decisions and establishes a foundation of trust that is essential to a therapeutic relationship between patient and provider.

Patients and their personal representatives or family members involved in the patient's

care will be provided relevant, easy to understand information about outcomes of care in a timely manner. Patients will receive an explanation when their outcome of care varies significantly from what was anticipated.

## MyChart

Stormont Vail's electronic medical record system combines a patient's medical information into one complete record of care, making it possible for patients to take advantage of MyChart. MyChart offers patients personalized and secure online access to portions of their medical records. It enables you to securely use the Internet to help manage and receive information about your health. With MyChart, you can use the Internet to:

- Request medical appointments.
- View your health summary.
- View some test results.
- Request prescription renewals.
- Access trusted health information resources.
- Communicate electronically and securely with your medical care team.

To get started, go to [stormontvail.org](http://stormontvail.org) and click on "MyChart" in the upper right hand corner of the homepage. You will need your MyChart activation code, which will be issued to you at your clinic visit. If you were not issued an activation code, click "Sign Up Now," and follow the instructions.

## INFORMED CONSENT

Stormont Vail takes the informed consent process very seriously. The goal of the informed consent process is to establish a mutual understanding between you and your physician about the care, treatment and services you receive. This process ensures that you, or your guardian, attorney in fact under a durable power of attorney for health care decisions, or your authorized representative or recognized Surrogate fully participates in decisions about your care, treatment and services.

Informed consent will be obtained for treatment or services that involve a serious or material risk of harm. Examples include, but are not limited to, procedures, anesthesia, deep or moderate sedation, diagnostic procedures, administration of blood and/or blood components, and in some cases the administration of medication. The informed consent discussion with your health care provider will include the following:

- The nature of the proposed care, intended sedation, treatment, services, medications, interventions or procedures
- Potential benefits, risks or side effects, including potential problems that might occur during recuperation
- The likelihood of achieving care, treatment and service goals
- Reasonable alternatives to the proposed care, treatment and service



- The relevant risks, benefits and side effects related to the alternatives, including the possible results of not receiving care, treatment and services
- If any reportable disease/condition is found, this information must be forwarded to the appropriate state or federal agency.

If you have any questions about these topics, you should discuss them with your physician. Once you are satisfied that you are fully informed and your questions have been answered, you will be asked to sign an informed consent form attesting to the completion of this process.

There is additional information in the section on advance directives that describes your right to make certain treatment decisions in advance or to designate another individual or individuals who can make decisions for you in the event that you are unable to make decisions yourself.

## PATIENT ADVOCATE

Stormont Vail Health has made a commitment to actively seek, listen and respond to the needs, preferences, concerns and complaints of our patients and their families. Therefore, it is the policy of this organization to encourage patients and their families to express any and all concerns or complaints, to provide as many channels as possible through which a patient may seek a resolution, and to monitor patterns of complaints to identify opportunities to enhance patient care and service. Call (785) 354-6277 to speak with the patient advocate.

### Clinic

A Cotton O'Neil patient representative is available for billing questions at (785) 354-1150 between 8:30 a.m. and 4 p.m. Monday through Friday.

Walk-in services for billing questions are available at Cotton O'Neil Garfield via the south entrance from 8:30 a.m. to 4 p.m., Monday through Friday.

## GRIEVANCE PROCESS

You have the right to access the grievance process by contacting the patient advocate at (785) 354-6277 between 8 a.m. and 7 p.m. on weekdays and 12:30 to 7 p.m. on weekends. You may also contact the on-call administrator by calling (785) 354-6000. You or your personal representative may file a grievance verbally or in writing. Once we receive your grievance, we will respond, in writing, within seven working days. We will make every effort to resolve all issues within that parameter. If we are unable to do so, we will advise you of the process and the time we believe it will take to resolve your issue(s).

We hope you will give us the opportunity to resolve any grievance. You may also contact the grievance hotline at 1-800-842-0078. This hotline is through the Kansas Department for Aging and Disability Services located in the New England Building at 503 S. Kansas Ave., Topeka, Kansas 66603-3404. You may also contact the Quality Improvement Organization of the Centers for Medicare and Medicaid Services (CMS) at (785) 273-2552. You may also contact The Joint Commission at [www.jointcommission.org](http://www.jointcommission.org).

## **FINANCIAL ARRANGEMENTS**

We understand hospital and physician services can create financial concerns for you. We are prepared to help you by discussing your payment options. The following are some frequently asked questions you might have about our billing process and your financial responsibility.

### **How much do I really owe and when will I receive a bill?**

You will not receive a statement for the portion of the bill for which you are responsible until your insurance company(s) has paid or denied payment on your account. If you do not have insurance, you will receive an itemized bill within 30 days of the date of service. Payment in full is expected within 30 days after you receive your statement from us. If you are unable to pay your balance in 30 days, please call Customer Service at (785) 354-1150. We have a variety of financial assistance options available to patients.

### **Who can I call if I have questions about my bill?**

You may call a Customer Service representative at (785) 354-1150 or if you are located outside the Topeka area at 1-800-637-4716 from 8 a.m. to 5 p.m. Monday through Friday. You may also email our Customer Service department at [billinghelp@stormontvail.org](mailto:billinghelp@stormontvail.org).

### **What if I cannot pay my bill?**

We have a variety of financial assistance options available to our patients. We will assist you in determining if you qualify for financial assistance or other programs available that may help pay your balance. To obtain more information, call Customer Service at (785) 354-1150.

### **What forms of payment does the hospital accept?**

We accept cash, check, money order, electronic funds transfer from your checking or savings account, Mastercard, Visa, Discover and American Express credit cards. In addition, we also offer a Bank Loan Program. You can access our online billing service at your convenience. Go to [stormontvail.org](http://stormontvail.org) and click on Pay My Bill on the upper right hand side of the home page.

## Who else might be sending me a bill?

You may receive additional bills from non-Cotton O'Neil physicians, radiologists, anesthesiologists, pathology, laboratory, ambulance, and durable medical equipment, etc. If you have questions regarding those bills, you need to contact their offices directly at the numbers listed on the statements you receive.

## Stormont Vail Health Billing Customer Service

Website: [www.stormontvail.org/mychart](http://www.stormontvail.org/mychart)

24 hours a day, 7 days a week

Email: [billinghelp@stormontvail.org](mailto:billinghelp@stormontvail.org)

Phone: (785) 354-1150

Toll-free Outside Topeka Area: 1-800-637-4716

## ADVANCE DIRECTIVES

The purpose of an advance directive is to allow patients to make decisions about their treatment in advance of that treatment. In the event you become too ill to make your own decisions, an advance directive can help make certain that your wishes are followed to the extent possible under Kansas laws. Kansas law recognizes several types of advance directives, which may be implemented in certain circumstances. It is very important for you to bring a copy of your advance directives when you come to Stormont Vail Health or Cotton O'Neil to receive services. Living will and durable power of attorney forms are available on our website at [stormontvail.org](http://stormontvail.org) under the "For Patients & Visitors" tab, then "Resources."

### LIVING WILLS

A living will is a binding legal document governing your medical care in the event two physicians certify that you have an incurable disease or terminal illness. The value of a living will is that you can declare whether or not you want extraordinary measures, such as intubation and ventilator management, if you become incapacitated. Your wishes can be clearly outlined for your health care team. Please remember, however, that a living will only becomes effective if death is imminent, in the opinion of your physician(s).

### DURABLE POWER OF ATTORNEY FOR HEALTH CARE DECISIONS

The durable power of attorney for health care decisions (DPOA-HC) allows you to designate an agent who can make decisions for you in the event that you are unable to make decisions for yourself. The agent's role is to articulate your wishes. If you choose to complete a DPOA-HC, it is important that you understand, and that the person you designate as your agent understands, that he/she may be making life or death decisions for

you. If you complete a DPOA-HC, please discuss all your wishes about treatment goals and life-sustaining care with your agent to make certain your agent understands your wishes.

Have you completed a living will or DPOA-HC? Please provide your nurse with a copy if you have. We cannot honor your wishes if we don't have a copy.

If you have not completed either document, we may be able to help. We can provide a copy of a living will and a durable power of attorney for health care decisions that follow Kansas law. We cannot give legal advice on how to complete these forms, but we can provide notary services once you decide to complete such a form. You may also choose to have these documents drawn up by your personal legal counsel.

## DO NOT RESUSCITATE DIRECTIVE

Another related document is a pre-hospital do not resuscitate (DNR) directive. A DNR Directive may be signed by you and your physician in advance of your hospitalization when medically appropriate, or during your hospitalization, indicating that if you stop breathing or your heart stops beating, efforts to restart your breathing or heart functioning should not be undertaken.

## TRANSPORTABLE PHYSICIAN ORDERS FOR PATIENT PREFERENCES

Transportable physician orders for patient preferences (TPOPP) provide an avenue to document your treatment goals in the form of physician orders, helping to avoid confusion about your treatment wishes and insure that these wishes are followed in all of your care settings (home, nursing home, hospital). Whereas the living will focuses on life-prolonging treatments at the very end of life, TPOPP covers a broader spectrum of treatment issues for patients with progressive, advanced or chronic illness or frailty that may be encountered during the last year of life. The pink form is easily recognized and is filled out during a discussion with your physician. Talk to your physician for more information.

## IMPORTANT INFORMATION ABOUT ADVANCE DIRECTIVES

There are several circumstances when your health care providers will not be able to honor the wishes expressed in your advance directives. A DNR or living will cannot be honored during your pregnancy. In addition, if you have been admitted for surgery, if surgery is required during your treatment, or if you need a special procedure or other treatment that requires deep or moderate sedation or anesthesia, your physician will discuss your advance directive with you before the procedure. Together you will determine whether it will be suspended or honored during the procedure or during the time immediately

following the procedure.

If a situation arises when we will be unable to honor an advance directive, we will advise you. If you have any questions, please ask a member of your health care team to discuss these issues with you.

## **ETHICS COMMITTEE**

All too often, patients and/or their families are forced to make difficult decisions relating to their health care. This is particularly true when a critically ill patient cannot make an informed decision and has not previously expressed their needs and desires by taking the step of completing advance directives.

Stormont Vail Health is prepared to provide you and your family with assistance if that situation arises. Our ethics committee consists of physicians, nurses, allied health professionals and administrators, ministers and lay representatives, who are all dedicated to the process of providing assistance with ethical issues related to patient care.

This committee is designed to assist patients and families in this process. While the committee cannot make treatment decisions, we are ready, willing and able to assist you when you need help the most. Please tell your nurse or doctor if you need this service.

## **PATIENT INFORMATION**

### **HEALTH CARE PROVIDERS**

Our professional nursing staff will work with you, your physician and other health care providers to coordinate your plan of care while you are in our facilities. You also have the right and the responsibility to participate in this process. Students, including nursing students, students of allied health or physicians who are in a training program (residents), may also provide care. Adult and youth volunteers may also assist you with certain services. Additionally, you may have vendors and other observers observing or participating in your care.

### **REGISTRATION**

The hospital main registration is located on the first floor adjacent to the main entrance lobby. Registration is open 6 a.m. to 11 p.m. Monday through Friday and 7 a.m. to 5 p.m. on Saturdays, New Year's Day, Memorial Day, Independence Day and Labor Day. Registration is closed on Sundays, Thanksgiving and Christmas.

Surgery Center registration, located in the South Tower in the Surgery waiting room area, is

open 5 a.m. to 5:30 p.m., Monday through Friday.

The South Tower Outpatient Center registration is open 7:30 a.m. to 4 p.m., Monday through Friday.

Outside these hours contact Main Registration at (785) 354-6874.

## **COMMUNICATION SYSTEM**

### **CALLING YOUR NURSE**

#### **Hospital**

Push the “Call” button at your bedside if you are uncomfortable, worried, in pain, need to get up, have a question or are in need of assistance.

#### **Clinics**

Nurse call systems are in use in limited areas of the clinics. If you need assistance while in an exam room, please call out for the nurse. Nurses’ desks are located close to exam rooms so we can respond promptly to your needs.

#### **Calls - Cellphones and Laptops**

Some phones cause radio frequency interference with medical devices, monitoring equipment, motorized wheelchairs or alarms. Therefore, please use cellphones only in designated areas. You may see approved communication system devices used throughout the hospital by staff. They are communicating and receiving critical information with other members of your team.

#### **Calls - Telephones in our facilities**

Clinics:

See our reception desk for assistance if you need to make an urgent call.

Hospital:

- Local calls (no charge): Dial 9 + number.
- Long distance calls: Dial 9 + 0 + Area Code + Number + your credit card number. All long distance calls must be collect or charged to a credit card or your home phone.
- To receive calls: Ask your friends and relatives to dial 354-5000, and they will receive automated instructions.
- To make calls within the health center: Dial “2” then the last four digits of the phone number listed in this guide. The number may be answered by the health center’s voice mail phone system. Please leave your name and number so someone in the department can return your call.
- There may be times when you and/or your physician feel it is in your best interest not to receive telephone calls. In this case, no calls will be placed

to your room telephone until your status changes.

*Note: If you are hearing impaired, ask your nurse about our teletypewriter (TDO) or volume control for your telephone.*

## STAFF TELEPHONES – FOR IMPROVED PATIENT CARE

Our facility is committed to providing the best possible care to our patients. We use technology that allows us to communicate with hospital staff and outside resources quickly and efficiently, ensuring you get the most immediate care and attention available.

You may see some of our staff wearing a small white or black device around their neck. This is the **Vocera® Communication Badge**, a voice activated, hands-free communication method, allowing users to keep working while communicating with each other.

Additionally, some of our staff may be using an **iPhone®** or **Android™ smartphone**, allowing them to securely send and receive text messages as well as receive key alarm and alert notifications wherever they are in the facility. While it may look like a hospital employee is conducting personal business on their cellphone, they are actually communicating with other coworkers and receiving critical information about you and other patients in the facility.

## VALUABLES

You are strongly encouraged to leave your valuables at home. Stormont Vail will not be liable for loss or damage of any personal items that a patient may choose to keep with them, and will not replace any personal items that are damaged, lost or stolen. Should you elect to bring valuables with you, you do so at your own risk, as the hospital is not responsible for losses. In an urgent situation, valuables may be stored in the safe located in Security. Call (785) 354-6158 for pick up and/or return of your valuables, or let your nurse know and the staff will arrange to have your valuables picked up.

## LOST AND FOUND

Contact Security immediately for items lost or left at the hospital. Security's telephone number is (785) 354-6158.

## MAIL

We deliver your incoming mail Monday through Friday. You may give your stamped, outgoing mail to your nurse or volunteer. The mailbox is located in the North Tower on the

first floor. Stamps are available in the Gift Shop.

## PATIENT EDUCATION ON YOUR HOSPITAL TV

Stormont Vail offers a health education and information system on your hospital room television. This is a free video-on-demand service to educate and inform our patients, enhancing care and speeding recovery. You can watch any educational program at no charge. The information is designed to supplement information and instructions given by your doctors and nurses. It's easy to use and you can order any time using your bedside telephone. Education is an important part of your recovery process. Your nurse may recommend videos for you to watch, or feel free to view the list of videos available and watch on your own.

To access the system:

1. Turn on the TV - It will automatically tune to a TIGR channel
2. Pick up the phone and dial 24444
3. Press 1 to hear English
4. Press 2 to browse video library
5. Press # to select main menu
6. Press 1 for video on demand
7. Select the category and video you would like to watch, press #, hang up and watch the video

## WIRELESS INTERNET ACCESS

Stormont Vail is pleased to offer free wireless internet access to our patients and visitors. To access this service, please select the svhc\_visitor wireless network and use the password visitor\_SV.

Please note that in order to use this service, you must accept the Stormont Vail Wireless terms of use. After launching your web browser, you will be directed to the terms page automatically. Click the "I agree" box and hit OK to agree to the terms of use. You will then be connected to the Stormont Vail visitor wireless internet service.

## PATIENT SAFETY

Caring for patients and families is the cornerstone of what we do at Stormont Vail. Each and every day patients entrust their health care to our clinicians and staff. It is our responsibility to provide you with a safe and quality experience. The goal of patient safety has always been at the forefront of our organization, but now more than ever we are focusing on a culture and commitment to safe, quality care. We conduct regular patient



safety leadership rounds led by our chief nursing officer, chief medical quality officer, physicians and other members of senior leadership. We recognize that staff know best what changes are needed; our job as leaders is to ensure staff have the resources to get it done. During these rounds, staff members have provided meaningful dialogue resulting in process changes that make our organization safer for patients and staff.

Additionally, we have identified several areas of emphasis for staff, patients and visitors. We invite patients and visitors to talk with patient care staff about these topics:

- **Wash your hands** — Every patient care staff member should wash or foam when they enter and leave patient rooms. Please feel free to talk with your care providers about this if you do not see them doing it. Patients and visitors should wash or foam hands upon entering and exiting as well.
- **Use two patient identifiers** — You will be asked the same questions several times as staff make sure they are using two identifiers. Please know this is part of our process to keep you safe.
- **Use safe medication practices** — You will be asked about your medications several times as well. Please ask questions if you do not understand your medications, their purpose, their potential side effects, etc. Most areas utilize barcode scanning to support correct medication administration. Please feel free to talk with your care providers if you do not see them scanning your wristband and your medications before they give them to you.
- **Prevent falls** — When in the hospital, please call your nurse before trying to get out of bed.
- **Improve communication between staff and patients** — Please feel free to ask questions of your patient care staff. Communication is key to the best possible outcome.

With all of us — staff, patients and visitors — working together, we can provide safe care and get patients back to their lives as quickly as possible.

## FAMILY INITIATED RAPID SUPPORT TEAM

We believe that the patient, and his or her family, are an integral part of the patient care team. The Family Initiated Rapid Support Team (F.I.R.S.T.) was developed to provide patients and families an option for additional assistance when they have questions or concerns regarding patient care.

The F.I.R.S.T. team is activated by dialing 24411 from any hospital phone. Your call to 24411 will bring a highly organized response to the patient's room to assess the situation. The team will assist in answering your questions and will address any concerns you may have. The goal of this program is to ensure safe, quality care for our patients, as well as to improve communication between patients, their families, and our care team.

## RAPID RESPONSE TEAM

### What is RRT?

A rapid response team consists of clinicians who bring a highly organized response to a medical emergency.

### What is the Goal of RRT?

The goal of RRT is early intervention. RRT will assist the primary nurse in assessing the situation and initiating appropriate treatments and/or interventions. The team provides support and mentoring to the primary nurse and other patient care members.

### Improvements Since the Implementation of RRT

- Improved Delivery of Care
- Improved Patient Safety
- Improved Timeliness of Care
- Improved Patient Survival Rates
- Improved Interdepartmental Communication

## ENVIRONMENTAL RISKS

All the buildings owned or operated by Stormont Vail Health are well-safeguarded from fire and storm. While you are at a Stormont Vail Health building, you may notice fire or other emergency drills. If you are an inpatient or a visitor in the hospital, your nurse may close the door to your room during such an event. If you are at a clinic or other facility, you may be asked to take shelter in the event of bad weather or to evacuate the building in case of a fire or other environmental emergency.

## FIRE HAZARDS

When you or your family brings in an electrical device to the hospital, it is possible that a safety hazard might result. The Stormont Vail Health staff, in coordination with our Clinical Engineering Department, will be happy to check out any such devices. Please ask your nurse for assistance before you utilize any electrical device that must be plugged into a wall outlet.

## INFECTION PREVENTION AND CONTROL

It is very important for all of our patients and visitors to understand that the risk of infection is always greater for people who are already sick or in the hospital. For that reason, we take significant precautions to prevent the spread of infections. You will be asked to help in several ways.

- Hand hygiene is a very important component of Infection Prevention and Control and is the No. 1 way to prevent the spread of infections. We suggest that you and your visitors wash their hands frequently. Members of your health care team observe strict protocols to maintain clean hands. This includes, but isn't limited to, hand washing and the use of a topical skin disinfectant upon entering and exiting your room each time. Consider asking all health care workers who have direct contact with you whether they have washed their hands.
- Please make certain that no person with an infectious and/or communicable disease comes to visit you in the hospital or accompanies you for a clinic appointment. If you personally have contracted such a disease or have been exposed to a person recently with such a condition, please inform your nurse immediately.
- Standard precautions are protocols that members of your health care team will observe in the care of all patients, regardless of disease or diagnosis. In certain cases, you might receive care from professionals who wear protective garments such as gowns, masks, face shields and gloves. Some eye protection might also be utilized.
- Transmission-based precautions are used for certain infections. Patients with such infections who have to be admitted to the hospital are placed in transmission-based precautions to prevent the spread of infection and to protect the patient from further injury. This procedure will be explained to you if it is necessary. Patients with certain chronic infections will always be placed in isolation when they come to the hospital.

## COLOR-CODED WRISTBANDS

Alert wristbands are used to quickly communicate a certain health care status or an “alert” that a patient may have. This is done so every staff member can provide the best care possible, even if they do not know that patient. The different colors have certain meanings. The words for the alerts are also written on the wristband to reduce the chance of confusing the alert messages.

### RED (Allergy)

If you have an allergy to anything – food, medicine, dust, grass, pet hair, ANYTHING – tell us. It may not seem important to you, but it could be very important in the care you receive.

### YELLOW (Fall Risk)

We want to prevent patient falls at all times. The staff and your provider will determine

if you need extra attention to prevent a fall. Sometimes a person may become weakened during an illness or after surgery. When a patient has this wristband, it indicates this person could fall and so needs to be assisted when walking.

### **PURPLE (DNR)**

The purple band means do not resuscitate.

### **GREEN (Latex Allergy)**

When a patient has this wristband, it indicates an allergic reaction to latex. This green wristband will alert the doctors, nurses and other health care professionals about your allergy.

### **PINK (Restricted Extremity)**

When a patient has this wristband, it indicates a restricted extremity. The wristband is on the affected extremity to alert health care professionals to avoid using blood pressure cuffs and IVs in that extremity.

## **NATIONAL SAFETY GOALS**

In connection with most of the hospitals, clinics and health care systems in America, Stormont Vail Health actively pursues nationally recognized safety goals, and you will be asked to participate in this process. The specific goals change from year to year. Here are several of the most important goals adopted nationally.

### **Patient Identification**

We are always very careful to make certain that we are treating the correct patient, and we need your assistance. If you receive inpatient or outpatient care, you will be asked to identify yourself frequently. Whenever possible, we will use at least two patient identifiers (not including your room number) when we administer medications or blood products, or when we collect blood or other specimens for diagnostic testing, or when we provide any other treatment or perform any procedure. Stormont Vail Health literally dispenses millions of medications each year, and we must take appropriate steps to identify each medication and patient correctly.

If you are an outpatient or are admitted to the hospital, a primary component of our identification process is the patient identification wristband. Registration personnel should place this device on your wrist when you are admitted, and it must remain in place throughout your stay. If you do not promptly receive such wristband, or if your wristband turns up missing or is damaged during your stay, please advise us immediately.

In case of procedures such as surgery, we will also take additional steps to confirm your identity. In addition to checking your identification wristband you will be asked several

questions such as your birth date or other personal details that are unique to you. You will also be asked about the treatment you are receiving. For example, if you are having surgery on your knee, before the procedure begins, we will ask you to identify which knee.

We need your help with this process. If you have any concerns, for example if you are presented with a medication that is new or unfamiliar to you, please tell your nurse immediately. In the case of medication, do this before taking the medication.

### **Pre-Operative Verification**

Before any procedure, we carefully follow the universal protocol for pre-operative verification. As a result, we will take several steps to verify the site of the procedure, the nature of the procedure and other required elements. This means that we will ask you many questions before initiating a procedure. Further, you might notice that we conduct a “time-out” before beginning each procedure as a precaution. If you feel that this process has not been completed, please advise us immediately.

### **Communication**

Broadly stated, numerous steps have been taken to enhance communications between those who provide your care. It is very important that every member of our team communicates with each other in a clear and timely manner that can be documented for future reference. It is also very important for you to be an active participant in this process. Please let us know of your needs, concerns and suggestions.

### **Alarms Management**

You may hear a variety of alarms throughout our organization. We will make every effort to answer these alarms promptly. The alarms are set at different times to inform your care team members of important information that they need to follow up on. If you hear an alarm, please turn on your call light so your health care professional can come and address the alarm. We have made every effort to decrease the number of alarms that you may hear. Please do not silence or turn off any alarms at any time. Please let your patient care team know about any questions or concerns you may have regarding alarms.

### **Medications**

In an earlier section, you read about our efforts to positively identify each patient before administering medication. While this is a very important part of the safe medication process, we also need your help. Please read the following carefully:

- **Home Medications:** We urge you to keep a careful and accurate list of all medications you regularly take. It is very important that you include all those items you can buy without a prescription, such as aspirin and other pain killers, vitamins, and anything else that you buy over the counter, including home remedies.

- We will pay particular attention to reconciling all your medications at every step in your progress. This means we frequently will ask you questions about your medications, particularly those you take at home.
- Allergies: If you have ever experienced an unexpected or adverse reaction to any medication, please advise your nurse. This also applies to reactions to items used topically such as medicated lotions or any discomfort or irritation you might have experienced after using adhesive tape.

### **Reducing the Risk of Infections Associated with Health Care**

Because of the risk of infection that comes from spending time in a health care environment, we make every effort to comply with all the guidelines of the Centers for Disease Control and Prevention (CDC). A special emphasis is placed on hand hygiene. As an example, each of your caregivers is expected to wash or use hand sanitizer before and after seeing a patient. If you believe that any aspect of your care does not meet these high standards, please advise your nurse immediately. If you believe any caregiver has neglected to perform good hand hygiene, please ask that person to take the necessary steps before providing you with any care. We also ask that you notify your nurse immediately of any such concerns.

### **Falls**

Falls are a common source of injury in the home as well as in public places. Hospitals are no exception. Your safety is our top priority. Our care team will work with you and your family to prevent a fall and possible injury during your stay. To help keep you safe during your stay, you may receive the following items: yellow wristband, bed alarm, chair alarm, and/or non-skid socks.

### **Risk factors for falling**

- Medications can make you dizzy, sleepy and/or confused, which can impair your judgement.
- IV lines, oxygen or other tubes may get in your way.
- The hospital room is unfamiliar to you.
- You may be weak from illness and/or procedures.
- If you have fallen before, you are at greater risk of falling again. Please let your nurses know if you have had a fall in the last three months.

### **How to prevent falls**

- Nursing staff will assist you in walking.
- Use your call light. Do not move on your own or let your family help you, even to use the bathroom. We want to help you.
- Never try to climb over a bed side rail.
- Most furniture is on wheels; do not grab it to keep your balance or support yourself.

- Tell your nurse if you use walking aids such as a cane or walker. We can provide you with these during your stay.

## PATIENT PARTICIPATION IN OUR SAFETY PROGRAM

To make certain that our safety program works for our patients, we ask for your assistance. If you have any concerns related to this section or to any other aspect of safety, please notify your nurse immediately. Please feel free to bring safety concerns you might have to the attention of the patient advocate at Ext. 26277 or [patientsafety@stormontvail.org](mailto:patientsafety@stormontvail.org). If you are not satisfied with your response, you may also report your concern to The Joint Commission by filing a complaint online at [www.jointcommission.org](http://www.jointcommission.org) or by:

- Email: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)
- Fax: (630) 792-5636
- Mail: Office of Quality Monitoring  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181

## PAIN MANAGEMENT

The goal of your health care team is to ensure your needs are always addressed and to provide realistic pain management options.

Pain during a major illness, injury or after a surgical procedure is expected. However, your health care team will work with you in managing the severity of your symptoms. We will help you set reasonable pain goals. However, in some situations, a “0” pain level cannot be achieved.

When medication is needed:

- Keep the nurse informed of what methods are effective for treating your pain.
- Ask for medication before pain becomes unbearable.
- Be open to discuss pain medication combinations with your physician, nurse or pharmacist.
- Discuss with the nurse what pain management techniques you use at home.
- Don’t be afraid to voice your pain to the nurse or physician.

There are other effective comfort and pain management strategies such as:

- Ice pack
- Warm blanket
- Warm or cold compress
- Extra pillow

- Neck pillow
- Mouth swab
- Repositioning
- Walk the halls
- Bath or shower

During your hospitalization, and for your safety, do not take medications that you, your family or friends brought in unless approved by your physician.

Pain medications are prescribed to treat pain. Addiction is rare in people who take it for this reason. Constipation is frequently a problem for people taking medications such as oxycodone, hydrocodone, OxyContin, Dilaudid and morphine when taken for more than a few days. Ask your physician, nurse or pharmacist for suggestions about this. Please allow us to help you be more comfortable.

## TIPS FOR HELPING YOU WITH PAIN MANAGEMENT

This information is to help you describe your pain when talking to your physician or nurse. We will need to know this information to offer you the best type of pain control or relief.

The nursing staff will monitor your pain throughout your hospital stay. We want to know that we are treating your pain so that you are reasonably comfortable. We encourage you to be open with your nurse and physician about your pain.

### Questions about your pain:

- Where is your pain located?
- Do you have pain all the time or just sometimes?
- How bad does it feel on a 0-to-10 pain scale, with 0 meaning no pain and 10 meaning the worst pain?
- What does your pain feel like? (e.g. burning, aching, stinging, etc.)
- When did your pain start?
- What effect does the pain have on your life (e.g. sleep, appetite, activity, mood, etc.)

## PATIENT SERVICES

### SPIRITUAL CARE

Chaplains are available for spiritual care, pastoral visits and counseling. The chapel is open 24 hours a day, seven days a week for prayer and meditation. You may request a chaplain visit by informing your nurse. You are welcome to attend the nondenominational prayer service each Wednesday at 12:05 p.m. in the chapel on the first floor between the North and South Tower, or tune in to channel 17 on your bedside television.



## INTERPRETER SERVICES

We will try to provide you with information in a manner that you can understand. When needed, the hospital and clinic staff will assist you with interpreter services, either in person or by telephone or video.

## NOTARY SERVICE

Notary service is provided in the hospital and the Cotton O'Neil administration office without charge from 8 a.m. to 4 p.m. weekdays for medical documents.

## LIBRARY SERVICES

The Stauffer Health Sciences Library is available to answer your health-related information questions from 7 a.m. to 5 p.m. weekdays. Patients and family members are welcome to visit or call the library before, during and after hospitalization, or likewise before or after a clinic visit. Information can be sent to your hospital room or home address. Computers, Wi-Fi, email, copying, faxing and/or scanning are also available to aid you during your hospital stay. The library is in the basement of the Pozez Education Center at the hospital. Call (785) 354-5800 or email [hslibemail@stormontvail.org](mailto:hslibemail@stormontvail.org).

## NUTRITIONAL SERVICES

The Nutritional Services Department provides meal service through At Your Request room service. A menu is available in your room for your use. Dial MENU (Ext. 26368) any time

### Wong-Baker FACES® Pain Rating Scale



between 7 a.m. and 7 p.m. to speak with one of our room service specialists to order a meal or a snack. Because your doctor may have placed you on a special diet, not all items may be available when you order. The room service specialist can help you make selections in accordance with your diet. A registered dietitian is also available to help with any special dietary needs.

## **PATIENT ROOM SERVICE**

Hospital volunteers keep the waiting rooms current with reading materials. The welcome note pads/pens program and delivery of patient emails are also supported by volunteers from this service. To request the magazine service, please call (785) 354-6095 between 8 a.m. and 4 p.m., Monday through Friday,

## **OTHER SERVICES (785 area code)**

Blood Pressure Clinic	354-6787
Breast Mammography Screening, Women's Center	354-5960
Cardiac Rehabilitation	270-4262
Case Management	354-6078
Diabetes Learning Center	368-0416
Weight Management	354-9591
Kansas Rehabilitation Hospital	235-6600
Stormont Vail Retail Pharmacy	235-8796
Osteoporosis Screening	354-5960
Outpatient Rehabilitation Services	354-6116
Inpatient Rehabilitation Services	354-6117
Respiratory Care	354-5680
Telephone Device for the Deaf (TDD)	354-5260
Peripheral Artery Disease (PAD)	270-4LEG
Health Connections' Nurse Information Line	354-5225

## **VISITOR INFORMATION**

### **DINING OPTIONS**

#### **The Food Connection**

Eat in or carry out; open 7 a.m. to 7 p.m., Monday through Friday. Lunch and dinner specials, sandwiches, soups, salads, hot beverages, fountain drinks, ice cream and yogurt are available. Located in the North Tower, first floor.

#### **Sunflower Terrace Cafeteria**

The employee cafeteria, located on the ground floor of the North Tower, is available to

visitors and guests. Hours are 6 a.m. to 8 p.m. and 10:30 p.m. to 3 a.m.

### **Java Plaza**

The Java Plaza South coffee area offers specialty coffees, drinks and food items. It is located on the first floor lobby of the South Tower and is open from 8 a.m. to 2:45 p.m., Monday through Friday.

### **Vending Machines**

Vending machines offering a variety of food, beverages and snacks are located throughout the hospital.

## **VISITING HOURS AND PARKING**

Visiting hours are generally 9 a.m. to 9 p.m. We request only two people visit at a time and that you limit your visit to 30 minutes or less. Many departments in the hospital have specific visiting guidelines. Please talk with your patient care team or see the Stormont Vail website, [stormontvail.org](http://stormontvail.org), for details.

Visitors should park in the main parking garage and use the North Tower main entrance. A photo ID is required for entry from 9 p.m. until 5 a.m.

If you request your hospital admission to remain confidential, all information, including your assigned room, will be withheld from callers and visitors. Information will not even be given to your immediate family. This also means no mail will be delivered to you. Our goal is to provide you with a safe and comfortable environment.

There are two locations on the hospital campus for public parking, the main entrance parking garage and Surgical Suites parking. The main entrance parking garage is entered from the corner of Ninth and Garfield. The Surgical Suites parking garage is only for patients having surgery and is located at the corner of 10th and Garfield. The Surgery and South Tower entrances are open from 5 a.m. to 6 p.m. Parking is free in the garage, which has all-weather maintenance, 24-hour security and escort service. To request escort service, please call Security at (785) 354-6158.

## **GIFT SHOP**

### **Location**

First Floor, North Tower, telephone is (785) 354-6170.

### **Store Hours**

9 a.m. to 8 p.m. ,Monday through Friday; 9:30 a.m. to 3:30 p.m. on Saturdays and 1 to 5 p.m. on Sunday.

The Gift Shop offers a wide variety of merchandise for all ages. Baby and “preemie” items, jewelry, cards, gifts and snacks are just some of the items available to you. You may also shop online at [stormontvail.org](http://stormontvail.org).

## OVERNIGHT ACCOMMODATIONS

Area hotels offer overnight accommodations at a discounted rate for patients before admission at Stormont Vail, and family members of patients hospitalized at Stormont Vail. You must specify one of these qualifications when making your reservation in order to receive the discount.

For information on lodging in Topeka, call our Patient Advocate at (785) 354-6277. The office is open Monday through Friday, 8 a.m. to 7 p.m., and Saturday and Sunday, 12:30 to 7 p.m.

## TOBACCO SMOKING CESSATION

Stormont Vail Health cares about the health and safety of our patients, their family and our staff. We promote a healthy and safe environment by prohibiting smoking in our facilities and on our grounds. This includes all offsite clinics. Smoking cessation aids may be ordered by a health care provider for patients who are smokers or users of other forms of tobacco. Stopping the use of tobacco is one of the single most important changes you can make for your health. If you have quit smoking or never smoked, we commend you. You are taking an active role in your health and the health of those around you.

Stopping the use of tobacco, particularly smoking, is challenging. We will be with you and will do everything we can to help you succeed. Your Cotton O’Neil health care providers will ask you about your smoking and tobacco use at your clinic visits. Tell your doctor, your nurse or your respiratory therapist that you would like to try a tobacco cessation “Stop Smoking” program.

There are many therapies your health care provider can discuss with you to encourage your success.

Kansas Tobacco Quitline is free and available at 1-866-KAN-STOP (1-866-526-7867) or [www.kanstop.org](http://www.kanstop.org). Other resources include: 1-800-QUIT NOW or 1-800-784-8669 for English, 1-855-DEJELO-YA or 1-855-335-3569 for Spanish. These provide free support, personalized strategies on how to quit and information about free/discounted medications.

Quit Smoking (English):

[www.cdc.gov/tobacco/quit\\_smoking/how\\_to\\_quit/index.htm](http://www.cdc.gov/tobacco/quit_smoking/how_to_quit/index.htm)

Tips from Former Smokers:

In English: [www.cdc.gov/tobacco/campaign/tips](http://www.cdc.gov/tobacco/campaign/tips)

## DISMISSAL

### Before You Leave the Hospital

After your doctor has determined that you are well enough to be discharged, he will write discharge instructions. Do not leave until the nurse has reviewed your discharge instructions with you and you have received a copy of them in writing. Our goal is to be very timely with your discharge, but this process could take up to two hours depending on your needs. Your safety is important to us and we want to make sure you will be going home with everything you need. It is our intent to give you an anticipated discharge date so that you are prepared to have a ride available if you are unable to drive yourself home.

## DISCHARGE INSTRUCTIONS

### Before you leave, you should know

- What medicines you need to take when you get home and how, when and why you are taking them
- What problems to be watching for
- Who and when to call concerning problems
- What foods to eat and what foods to avoid, if applicable
- How to use any medical equipment you might be taking home with you
- When your next doctor's appointment will be

Please ask questions if you do not understand your discharge instructions. After you get home, you may think of more questions. If so, please call your physician's office.

## HOSPITAL DIRECTORY

### The Pavilion

1st Floor	<i>Emergency/Trauma Department</i>
2nd Floor	<i>Medical Critical Care Unit, Emergency Department Observation</i>
3rd Floor	<i>Medical Patient Rooms</i>
4th Floor	<i>Medical Patient Rooms</i>

### Cardiovascular Outpatient Center (CVOPC)

Basement	<i>MRI, Infection Control, Volunteer Services, Patient Advocate</i>
1st Floor	<i>Cardiac Cath Lab, Special Procedures</i>

### Ancillary

Basement	<i>Lab</i>
1st Floor	<i>CT Scan, Radiology, Nuclear Medicine, Ultrasound</i>

## North Tower

Basement	<i>Sunflower Terrace Cafeteria</i>
1st Floor	<i>Registration, Food Connection, Gift Shop, Maternal Fetal Medicine</i>
4th Floor	<i>Birthplace</i>
5th Floor	<i>Medical Patient Rooms</i>
6th Floor	<i>Oncology</i>
7th Floor	<i>Cardiac</i>

## South Tower

Basement	<i>Security</i>
1st Floor	<i>Surgery Center, Java Plaza South</i>
2nd Floor	<i>Surgical Critical Care Unit</i>
3rd Floor	<i>Joint Center &amp; Orthopedics</i>
4th Floor	<i>Birthplace, Post-Surgical &amp; Spine Center</i>
5th Floor	<i>Pediatrics, Pediatric Intensive Care Unit &amp; Young Adult Center</i>
6th Floor	<i>Senior Behavioral Health, Post-Surgical</i>
7th Floor	<i>Medical, Post-Surgical</i>

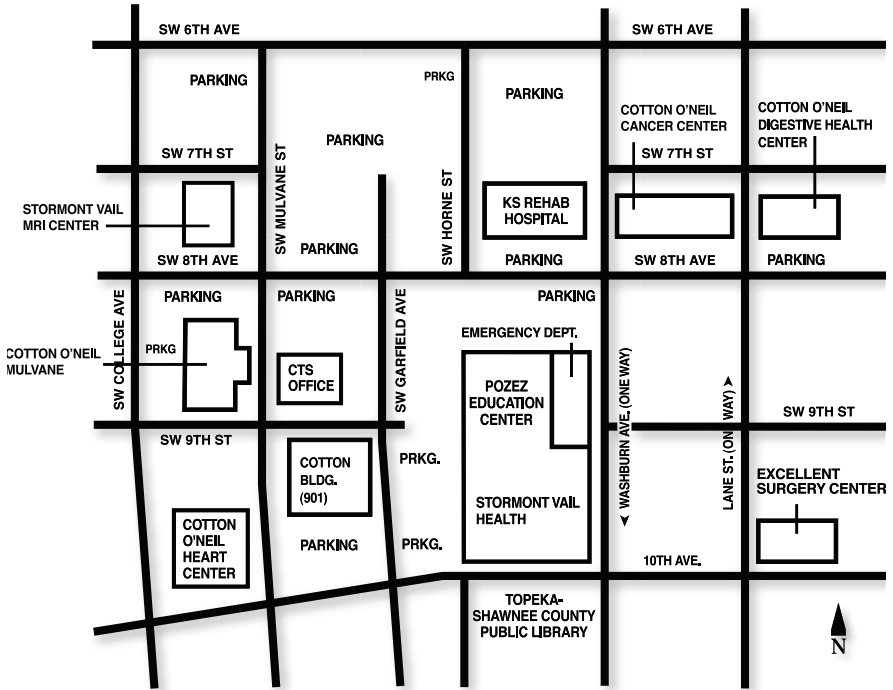
## South Tower Outpatient Center

1st Floor	<i>Endoscopy, Pain Management &amp; Pulmonary Function</i>
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## Vail Building

1st Floor	<i>Chapel, Release of Information</i>
2nd Floor	<i>Neonatal Intensive Care</i>
3rd Floor	<i>Wolff Classroom, Surgery Center &amp; Endoscopy, Physical Therapy</i>
4th Floor	<i>Birthplace</i>

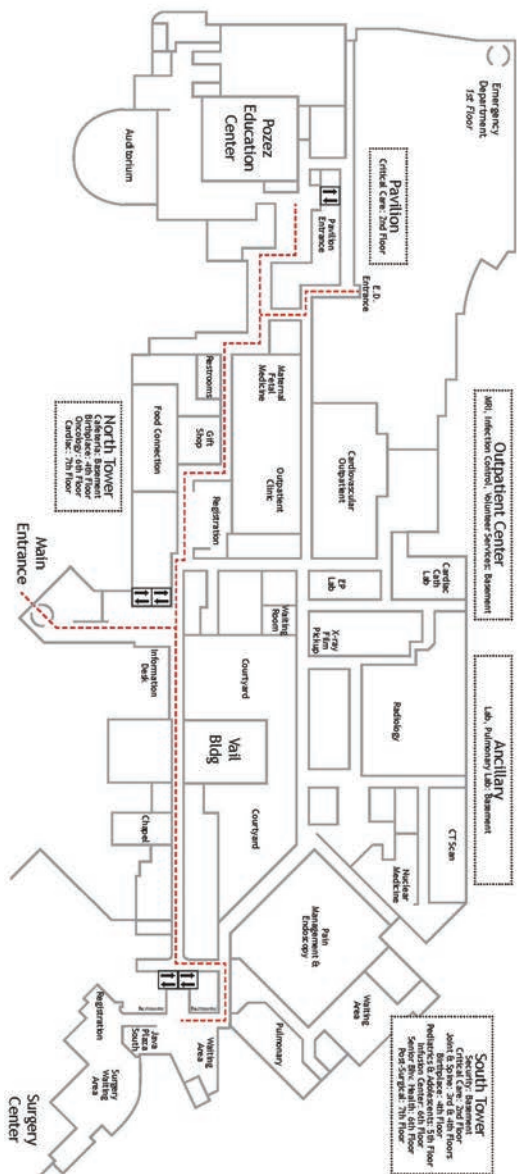
# CAMPUS MAP



# REGIONAL MAP



# FIRST FLOOR





# BASEMENT

