

# Stormont Vail Health Patient Handbook



**Stormont Vail Health**

Cotton O'Neil Clinics and Stormont Vail Hospital

# WELCOME

Dear Valued Patient,

I want to take a moment to thank you for your trust and confidence in our organization. We feel honored that you chose Stormont Vail Health for your health care services.

Stormont Vail has long been a leader in providing high-quality health care to Kansans. We take pride in the history on which our system was built. Our connection to our community is meaningful and our future is bright as we remain focused on what matters most — our patients and their safety and experience.

When it comes to the care we provide, we invest in the best providers, most up-to-date technology and comprehensive services to ensure our patients are receiving high-quality, evidence-based care. Our priority is to invest in our communities, which means you receive excellent care close to home.

Thank you again for choosing Stormont Vail as your partner on your journey to better health. It is a responsibility we take very seriously.

Robert Kenagy, M.D.  
President and Chief Executive Officer  
Stormont Vail Health

*Stormont Vail Health provides services without discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation or gender identity or expression.*

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

# TABLE OF CONTENTS

<b>4</b>	<b>ABOUT STORMONT VAIL HEALTH</b>	<b>18</b>	Mail
<b>4</b>	Our Mission, Vision, Values	<b>18</b>	Wireless Internet Access
<b>4</b>	Our History		
<b>4</b>	Magnet Recognition	<b>18</b>	<b>PATIENT SAFETY</b>
<b>5</b>	Mayo Clinic Care Network	<b>19</b>	Family Initiated Rapid Support Team
<b>5</b>	Joint Commission Accreditation	<b>19</b>	Rapid Response Team
<b>5</b>	<b>CODE OF CONDUCT FOR PATIENTS</b>	<b>19</b>	Environmental Risks
<b>6</b>	<b>BECOME INVOLVED IN YOUR HEALTH CARE</b>	<b>20</b>	Fire Hazards
<b>7</b>	Medications/Allergies	<b>20</b>	Infection Prevention and Control
<b>8</b>	<b>PATIENT RIGHTS AND RESPONSIBILITIES</b>	<b>20</b>	Color-Coded Wristbands
<b>8</b>	Patient Rights	<b>21</b>	National Safety Goals
<b>10</b>	Non-Discrimination	<b>23</b>	Patient Participation
<b>10</b>	Patient Responsibilities		
<b>10</b>	HIPAA and Protected Health Information	<b>23</b>	<b>PAIN MANAGEMENT</b>
<b>12</b>	Privacy, Confidentiality and Medical Records	<b>23</b>	Tips for Helping
<b>12</b>	Full Disclosure	<b>24</b>	Wong-Baker Pain Scale
<b>12</b>	MyChart	<b>24</b>	<b>PATIENT SERVICES</b>
<b>13</b>	Informed Consent	<b>24</b>	Spiritual Care
<b>13</b>	Patient Experience	<b>24</b>	Language Services
<b>13</b>	Grievance Process	<b>24</b>	Notary Service
<b>14</b>	Financial Arrangements	<b>24</b>	Nutritional Services
<b>15</b>	<b>ADVANCE DIRECTIVES</b>	<b>25</b>	<b>VISITOR INFORMATION</b>
<b>15</b>	Living Wills	<b>25</b>	Dining Options
<b>15</b>	Durable Power of Attorney	<b>25</b>	Visiting Hours
<b>15</b>	Do Not Resuscitate Directive	<b>25</b>	Parking
<b>16</b>	Transportable Physician Orders	<b>25</b>	Gift Shop
<b>16</b>	Important Information About Advanced Directives	<b>26</b>	Overnight Accommodations
<b>16</b>	Ethics Committee	<b>26</b>	<b>TOBACCO SMOKING CESSATION</b>
<b>16</b>	<b>HELPFUL INFORMATION FOR PATIENTS</b>	<b>26</b>	<b>HOSPITAL DISCHARGE</b>
<b>16</b>	Registration	<b>27</b>	Discharge Instructions
<b>17</b>	Your Health Care Team	<b>28</b>	<b>HOSPITAL DIRECTORY</b>
<b>17</b>	Calling Your Nurse	<b>29</b>	<b>CAMPUS AND REGIONAL MAPS</b>
<b>17</b>	Staff Telephones	<b>30</b>	<b>HOSPITAL MAP: 1ST FLOOR</b>
<b>18</b>	Valuables	<b>31</b>	<b>HOSPITAL MAP: BASEMENT</b>
<b>18</b>	Lost and Found		

# 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 135 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 center also provides specialty care for Kansans of all ages.

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.*

## 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 first achieved Magnet designation in 2009 by the ANCC, a prestigious recognition. Magnet accreditation is the gold standard for exceptional nursing and safe quality patient care. Stormont Vail remains proud to be among the ranks of world-class patient care organizations including The Mayo Clinic, John Hopkins, Cleveland Clinic and

MD Anderson Cancer Center. As of 2022, fewer than 600 organizations worldwide have received the recognition for providing exceptional nursing care.

### **Mayo Clinic Care Network**

Stormont Vail is a member of the Mayo Clinic Care Network. Through this collaboration, Stormont Vail and Cotton O'Neil physicians and providers have access to the latest Mayo Clinic expertise to help care for patients and improve the health of the community. This consultation commitment helps ensure Stormont Vail patients receive trusted, leading medical guidance closer to home with confidence.

### **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 Experience:

- **Phone:** (785) 354-6277
- **Email:** [patientexperience@stormontvail.org](mailto:patientexperience@stormontvail.org)

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

- **Email:** [patientsafetyreport@jointcommission.org](mailto:patientsafetyreport@jointcommission.org)
- **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's continued commitment to quality assurance for patients and residents of Kansas.

## **CODE OF CONDUCT FOR PATIENTS**

In an effort to provide a safe and healthy environment for all, Stormont Vail 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 team members. Any unacceptable behaviors or threats will be noted in the electronic medical record to be communicated with other members of your health care team.

### **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 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 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).

## **BECOME INVOLVED IN YOUR HEALTH CARE**

You owe it to your health to establish and maintain good lines of communication. Keep these helpful tips 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. One way you can do this is to sign up for MyChart. (See page 12.)
2. Speak up if you have any questions or concerns. You have a right to question anyone who is involved with your care.
3. Make sure that you or someone is coordinating your care, either your personal doctor, a family member or a designated advocate.
4. Learn about your condition and treatments by asking your health care providers, and by using other reliable sources.
5. 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 prescriptions, over-the-counter medicines and dietary supplements such as vitamins and herbs.
6. Ask for written information about the side effects your medicine could cause.
7. Make sure your doctors and nurses know about any allergies and adverse reactions you have had to medications.
8. Get the results of any test or procedure from your health care provider. You can also find test or procedure results through MyChart. See page 12 for more information.
9. 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.
10. 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.
11. If you are in isolation precautions, make sure 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.

12. 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 care or questions.
13. Look for pre- and post-service surveys. We rely on your feedback to ensure we are offering the highest quality care possible. Surveys, such as those sent from professional analytics company Press Ganey, gives us insight, expertise and solutions to achieve a better patient experience.

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

14. Make sure 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. For example, 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.

**Medications/Allergies**

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.

By signing up for MyChart (instructions on page 12), you always have access to this important health information electronically. Additionally, an up-to-date copy of your medications and allergies is provided at your Cotton O’Neil office visit. You are also provided your medication summary at your hospital discharge. Always keep this list handy and take it to visits with any health care provider.

**Medication Records**

Here are examples of how your medication information can be kept:

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

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

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

## Caregivers

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.

Caregiver Names & Contact Phone Numbers		
	Name/Specialty	Phone Number
Primary Physician	Example: Dr. Alexa Alexander	(785) 555-1111
Physician	Example: Dr. Ben Benson, heart doctor	(785) 555-2222
Physician	Example: Dr. Carlos Carlson, kidney doctor	(785) 555-3333
Pharmacy	Example: BetterDrugs	(785) 555-4444

## Immunizations

Another important record in the coordination of your health care is your immunization or vaccine record. All children and adults should receive periodic recommended immunizations to protect themselves as well as others from diseases such as pertussis (whooping cough), measles and influenza.

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 you from life-threatening infections, such as tetanus, as well as help 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.

## 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. Stormont Vail Health provides annual influenza vaccine immunization clinics as a community service. Watch for information on our website, on social media or in the local media.

## PATIENT RIGHTS AND RESPONSIBILITIES

Stormont Vail Health is 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 to 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 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; the Kansas Department of Aging & Disability Services complaint hotline is 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

## **Non-Discrimination**

It is the policy of Stormont Vail Health not to discriminate based on race, color, national origin, sex, age, gender or disability in certain health programs or activities. Section 1557 builds on long-standing and familiar Federal civil rights laws: Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973 and the Age Discrimination Act of 1975. Section 1557 extends nondiscrimination protections to individuals participating in:

- Any health program or activity any part of which received funding from HHS
- Any health program or activity that HHS itself administers
- Health Insurance Marketplaces and all plans offered by issuers that participate in those Marketplaces

Section 1557 and its implementing regulations may be examined in the office of Integrity and Corporate Compliance, 1500 S.W. 10th Ave., Topeka, KS 66604. A Non-Discrimination Coordinator has been designated to coordinate the efforts of Stormont Vail Health to comply with Section 1557. Contact the Non-Discrimination Coordinator:

- Phone: (785) 354-6343
- TDD: (785) 354-5260 (TDD)
- Fax: (785) 354-6398
- Helpline: (833) SVH-UP2U
- Email: [compliance@stormontvail.org](mailto:compliance@stormontvail.org)

Any person who believes a patient has been subjected to discrimination based on race, color, national origin, sex, age, gender, gender identity or disability may file a grievance under this procedure. It is against the law for Stormont Vail Health to retaliate against anyone who opposes discrimination, files a grievance, or participates in the investigation of a grievance.

## **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
- The responsibility not to record medical procedures or interactions without consent from health care staff

Stormont Vail is a tobacco-free campus so patients must follow that policy. (Tobacco cessation support, page 26). Other patient rights and responsibilities may exist 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.

## **HIPAA and Protected Health Information**

### **Our Commitment to You**

As your provider of choice, Stormont Vail Health is committed to protecting the information we maintain regarding your health.

## **Health Insurance Portability and Accountability Act (HIPAA)**

HIPAA is the acronym for the Health Insurance Portability and Accountability Act.

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, telephone number or other information that may be linked or used to identify a specific patient.

### **Your Protected Health Information (PHI) Rights**

- **The Right to Access to Your Own Health Information:** You have the right to inspect and obtain a copy of your record 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:
  1. 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 for in full at the time of service. Please notify registration to make this request.
  2. 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 be in writing and 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 after discharge from the hospital or while an outpatient. For copies of your PHI, requests must go to the Health Information/Medical Records Department. For PHI in your record 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 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. This accounting is only for disclosures not completed for treatment, payment or operations (TPO).

## **Sharing Your Health Care Records at Stormont Vail Health**

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 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.

## **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

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 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 admissions or registration desk or business office and is available online at our website, [stormontvail.org](http://stormontvail.org). HIPAA request forms for audit, amendment, restriction and accommodation requests are also found on our website.

Additional information may be obtained from the Office of Civil Rights website at [hhs.gov/ocr/index.html](http://hhs.gov/ocr/index.html) or toll-free number (800) 368-1019.

## **Full Disclosure**

Stormont Vail is committed to full and open communications with our patients and their families, including discussions of any unanticipated outcome.

Full disclosure demonstrates our respect and compassion for patients and a commitment to patients' rights regarding their 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 patients and providers.

Patients and their personal representatives or family members will be provided with 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 Health's electronic medical record system, MyChart, combines a patient's medical information into one complete record of care online. It enables you to securely use the internet or smartphone to help manage and receive information about your health. With MyChart, you can:

- Request medical appointments
- View your health summary
- View 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.” Follow the instructions to create an account, or call (785) 270-0644 to speak with a Stormont Vail team member for more information.

## **Informed Consent**

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, or your attorney under a durable power of attorney for health care decisions, or your authorized representative or recognized surrogate — fully participate 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: 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 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

Please discuss any questions you may have with your physician. Then, you will be asked to sign an informed consent form acknowledging completion of this process. See “Advance Directives” on page 15 for more information.

## **Patient Experience**

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. It is our policy 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. To speak with our Patient Experience team, please call (785) 354-6277 or email [patientexperience@stormontvail.org](mailto:patientexperience@stormontvail.org).

## **Grievance Process**

You have the right to access the grievance process by contacting the Patient Experience team at (785) 354-6277 between 8 a.m. and 4:30 p.m. on weekdays. For immediate after-hour concerns, please call (785) 354-6000 and ask to be connected to the house supervisor.

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 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 do have the right to contact outside agencies, including:

- Kansas Department for Aging and Disability Services Grievance Hotline at 1-800-842-0078
- Centers for Medicare & Medicaid Services at 1-800-633-4227
- Joint Commission at 1-800-994-6610 or through their website, [jointcommission.org](http://jointcommission.org)
- Kansas Board of Healing Arts at (785) 296-1788 or through their website, [hsbha.org](http://hsbha.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.

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

If you are unable to pay your balance in 30 days, 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.

### **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" or log in to your MyChart account.

### **Who else might be sending me a bill?**

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

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

[Stormont Vail Health Billing Customer Service](#)

You may call a Customer Service representative at (785) 354-1150, or 1-800-637-4716 if you are located outside the Topeka area, 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), or send a message through your MyChart account.

### Cotton O'Neil Clinic Billing Services

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.

## **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 ensure 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 or Cotton O'Neil to receive services.

### **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 to make decisions for you in the event 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, understand that the person you designate as your agent may be making life or death decisions for you.

If you complete a DPOA-HC or a living will, please discuss all your wishes about treatment goals and life-sustaining care with your agent to make certain your agent understands your wishes. Then, provide your nurse with a copy of the document. We cannot honor your wishes if we don't have a copy.

If needed, we can provide you with a copy of a DPOA-HC or a living will that follows Kansas law. We cannot give legal advice on how to complete these forms, but we can provide notary services. 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 ensure 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. 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. For example, 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 you have any questions, please ask a member of your health care team.

## **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.

## **HELPFUL INFORMATION FOR PATIENTS**

### **Registration**

The hospital main registration desk is located on the first floor adjacent to the main entrance lobby. Registration is open 6 a.m. to 6:30 p.m. Monday through Friday and 7 a.m. to 3:30 p.m. Saturdays.

### **Your Health Care Team**

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 monitoring or participating in your care.

Surgery Center registration, located in the South Tower in the surgery waiting room area, is open 5 a.m. to 4:30 p.m. Monday through Friday.

South Tower Outpatient Center registration is open 7 a.m. to 3:30 p.m. Monday through Friday.

Outside these hours, contact the Main Registration desk for assistance at (785) 354-6874. Please note registration desks are closed on Thanksgiving and Christmas. All other holidays may vary.

## 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.

### 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 (785) 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. 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.
- **To ignore calls:** 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

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 smartphones, 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 Health 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.

## **Wireless Internet Access**

Stormont Vail Health 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. 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 their 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.

F.I.R.S.T. 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 addressing any concerns you may have. The goal 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**

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

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 implementing 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 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

Bringing outside electrical devices into the hospital may result in a possible safety hazard. The Stormont Vail 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

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, and we ask your help.

- **Clean hands:** Hand hygiene is a very important component of Infection Prevention and Control and is the number one way to prevent the spread of infections. We suggest that you and your visitors wash your 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.
- **Healthy visitors:** 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.
- **Protective gear:** 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.
- **Isolated rooms:** 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)**

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)**

This green wristband will alert the doctors, nurses and other health care professionals about your allergy to latex.

- **PINK (Restricted Extremity)**

If you have a restricted extremity, the pink wristband is placed 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 other hospitals, clinics and health care systems in America, Stormont Vail Health actively pursues nationally recognized safety goals, and we ask you to actively participate in this process. Several of the most important goals adopted nationally are covered in this section.

### **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.

### **Patient Identification**

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) before we provide any treatment or perform any procedure.

- **Wristbands:** If you are an outpatient or are admitted to the hospital, you will receive a 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 this wristband, or if your wristband turns up missing or is damaged during your stay, please advise us immediately.
- **Personal Details:** 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. 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.

### **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 pause to discuss the procedure one final time with all care team members in the room before beginning each procedure as a precaution. If you feel that this process has not been completed, please advise us immediately.

### **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. *If you hear an alarm, turn on your call light so your health care professional can come and address the alarm.* Please do not silence or turn off any alarms at any time.

### **Medications**

Stormont Vail Health dispenses millions of medications each year, and we take appropriate steps to identify each medication and patient correctly. If you have any concerns — for example, if you are presented with a new or unfamiliar medication — please tell your nurse immediately before taking the medication.

- **Home Medications:** Please keep a careful and accurate list of all medications you regularly take, including those without a prescription, such as aspirin, vitamins and anything else you buy over the counter, including home remedies. This list should also include how many times per day and what time of day you take your medications. This information will help us in administering any other medications during your care.
- **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**

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). For example, each of your caregivers is expected to wash or use hand sanitizer before and after seeing a patient. If you believe any caregiver has neglected this step, please ask that person to perform good hand hygiene before providing you with any care. We also ask that you notify your nurse immediately.

### **Fall Prevention**

Falls are a common source of injury in the home as well as in public places. Hospitals are no exception. 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 judgment.
- 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**

If you have any concerns related to this section or to any other aspect of safety, please notify your nurse immediately. Bring any safety concerns you might have to the attention of the Patient Experience team 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 filling out a complaint form online at [jointcommission.org](http://jointcommission.org) or by sending a letter to:

Office of Quality and Patient Safety  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181

### **PAIN MANAGEMENT**

Pain during a major illness, injury or after a surgical procedure is expected. Your health care team will work with you in managing the severity of your symptoms. We will help you set reasonable pain goals. Please understand, 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.

#### **Other effective comfort and pain management strategies:**

- Ice pack
- Warm blanket
- Warm or cold compress
- Extra pillow
- Neck pillow
- Mouth swab
- Repositioning
- Walk the halls
- Bath or shower

### **Tips for Helping You With Pain Management**

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. Please be open with your nurse and physician so we can offer you the best type of pain control or relief.

#### **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.)



Please allow us to help you be more comfortable, and 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.

## 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. Ask your nurse for information regarding spiritual services available for you to attend or view.

### Language Assistance

We will take reasonable steps to ensure patients and family members have meaningful access and equal opportunity to language assistance and resources for individuals with Limited English Proficiency (LEP), hearing, vision and/or cognitive impairment. This includes but is not limited to communication involving the patient's medical condition, treatment, services, benefits and business related functions. Language assistance is available 24 hours/day and 7 days/week in all Stormont Vail Health and Cotton O'Neil locations and is provided without charge to patients and their family members. When needed, the hospital and clinic staff will assist you with language assistance.

### 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.

### Nutritional Services

Stormont Vail Health has a team of Inpatient Clinical Dietitians that are responsible for providing quality nutritional care for patients by monitoring their current health conditions, advising nutritional and dietary supplements to maintain their healthy lifestyle, and speed up their recovery process.

## **VISITOR INFORMATION**

### **Dining Options**

#### **The Food Connection**

Eat in or carry out. Open 7 a.m. to 6 p.m., Monday through Friday. Breakfast, lunch and dinner specials, sandwiches, soups, salads, hot beverages, fountain drinks, ice cream and yogurt are available. Located in the North Tower, first floor. For the Menu Line, call (785) 354-6118. For call-ahead orders, call (785) 354-7297. (Hours are subject to change.)

#### **Sunflower Terrace Cafeteria**

The employee cafeteria, located on the ground floor of the North Tower, is available to visitors and guests. Hours are 6:30 a.m. to 10:30 a.m. and 11 a.m. to 10:30 p.m. Monday through Friday. On the weekends, it is open 6:30 a.m. to 10:30 a.m. and 11 a.m. to 8 p.m. (Hours are subject to change.)

#### **Espresso South**

The Espresso 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 6:30 a.m. to 6:30 p.m. Monday through Friday. (Hours are subject to change.)

#### **Vending Machines**

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

### **Visiting Hours**

Visiting hours are generally 8 a.m. to 8 p.m. We request only two people visit at a time and that you limit your visit to 30 minutes. Visiting guidelines are subject to change. Many departments in the hospital have specific visiting guidelines. Please talk with your patient care team for details.

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. As always, our goal is to provide you with a safe and comfortable environment.

### **Parking**

There are two locations on the hospital campus for public parking: the main entrance parking garage and Surgery Center parking. The main entrance parking garage is entered from the corner of Ninth and Garfield. The Surgery Center 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.

#### **Valet Parking**

Valet parking is available at the main entrance of the hospital, the Cotton O'Neil Mulvane Clinic and the Heart Center. This service is available from 7:30 a.m. to 4 p.m., Monday through Friday, excluding weekends and some holidays. Please note these hours may be subject to change.

### **Gift Shop**

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.

**Location:** First Floor, North Tower  
**Phone:** (785) 354-6170  
**Store Hours:** 9 a.m. to 5 p.m. Monday through Friday  
10 a.m. to 3:30 p.m. Saturday  
1 p.m. to 5 p.m. Sunday  
(Store hours are subject to change.)

## Overnight Accommodations

Area hotels offer overnight accommodations at a discounted rate for patients before being admitted at Stormont Vail Health, as well as 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, contact our Patient Experience team at (785) 354-6277 or [patientexperience@stormontvail.org](mailto:patientexperience@stormontvail.org). The office is open Monday through Friday, 8 a.m. to 4:30 p.m.

## TOBACCO SMOKING CESSATION

At Stormont Vail Health, we promote a healthy and safe environment by prohibiting smoking in our facilities and on our grounds. This includes all offsite clinics.

Your Cotton O'Neil health care providers will ask you about your smoking and tobacco use at your clinic visits. 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, particularly smoking, is challenging and yet one of the single most important changes you can make for your health. If you have quit smoking or never smoked, we commend you. If you would like our assistance in quitting, we're here for you. Tell your doctor, nurse or respiratory therapist that you would like to try a tobacco cessation "Stop Smoking" program.

### Other Resources to Stop Smoking

These provide free support, personalized strategies on how to quit and information about free and discounted medications. All of these resources are available in English and Spanish.

- **Kansas Tobacco Quitline:** 1-800-QUIT-NOW (1-800-784-8669) or [kssmokefree.org](http://kssmokefree.org)
- **CDC guidance:** [cdc.gov/tobacco/quit\\_smoking/how\\_to\\_quit/index.htm](http://cdc.gov/tobacco/quit_smoking/how_to_quit/index.htm)
- **Tips from Former Smokers:**
  - o **In English:** [cdc.gov/tobacco/campaign/tips](http://cdc.gov/tobacco/campaign/tips)
  - o **In Spanish:** [cdc.gov/tobacco/campaign/tips/spanish/index.html](http://cdc.gov/tobacco/campaign/tips/spanish/index.html)

## HOSPITAL DISCHARGE

After your doctor has determined you are well enough to be discharged, your doctor 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. 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**

On the final day of your hospital stay, you may be moved to the discharge lounge on the second floor of The Pavilion. This area was created to help streamline patient support services as you prepare to leave the hospital.

Before you go, please ask questions to make sure you understand your discharge instructions, including:

- 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

After you get home, you may think of more questions. If so, please call your physician's office.

# HOSPITAL DIRECTORY

## The Pavilion

1st Floor	Emergency/Trauma Department
2nd Floor	Medical Critical Care Unit, Discharge Lounge
3rd Floor	Intermediate Care Patient Rooms
4th Floor	Medical Patient Rooms

## Cardiovascular Outpatient Center (CVOPC)

Basement	MRI, Infection Control, Volunteer Services
1st Floor	Cardiac Cath Lab, Special Procedures

## Ancillary

Basement	Lab
1st Floor	CT Scan, Radiology, Nuclear Medicine, Ultrasound

## North Tower

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

## South Tower

Basement	Security
1st Floor	Surgery Center, Espresso South
2nd Floor	Surgical Critical Care Unit
3rd Floor	Joint Center, Spine Center
4th Floor	Birthplace, Spine Center
5th Floor	Pediatrics, Pediatric Intensive Care Unit, Young Adult Center
6th Floor	Medical Patient Rooms
7th Floor	Post-Surgical Patient Rooms

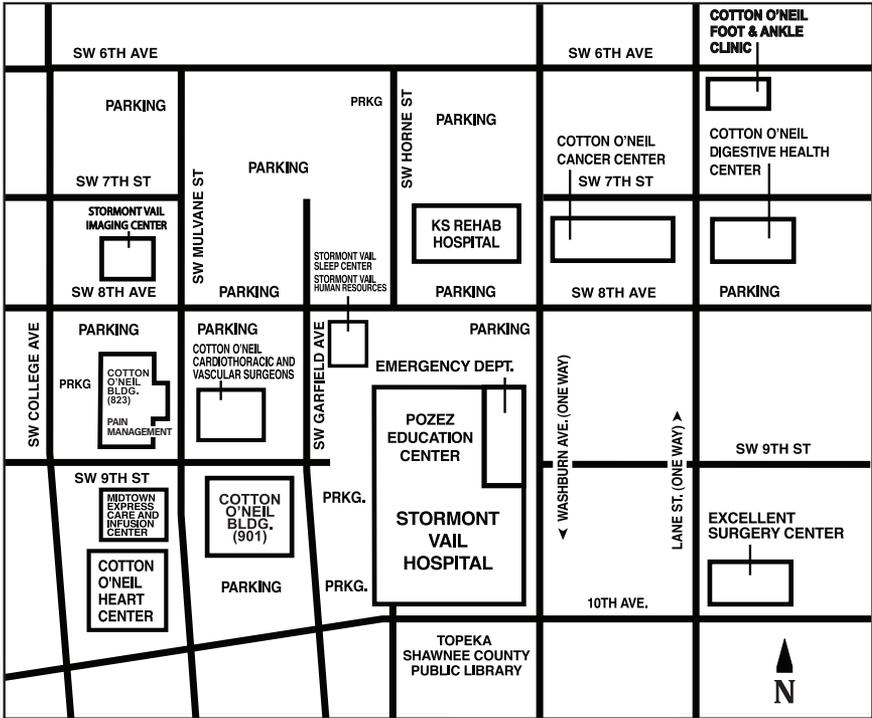
## South Tower Outpatient Center

1st Floor	Endoscopy, Pulmonary Function
-----------	-------------------------------

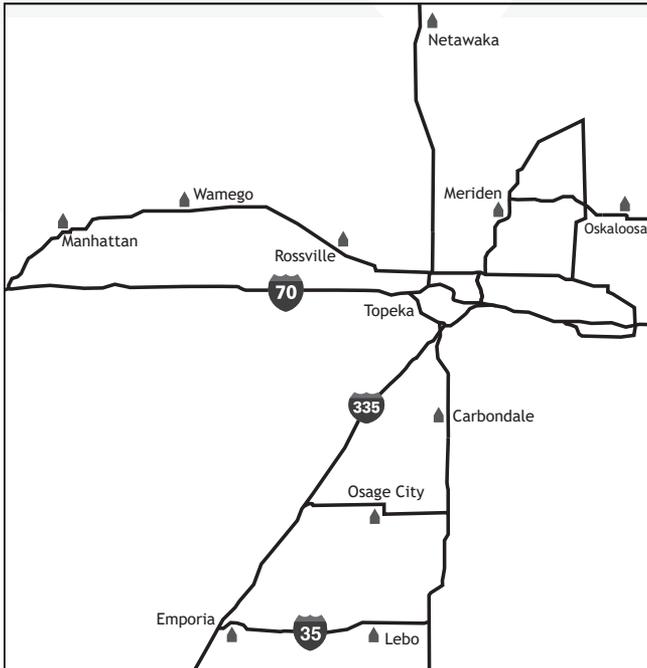
## Vail Building

1st Floor	Chapel, Release of Information
2nd Floor	Neonatal Intensive Care Unit
3rd Floor	Wolff Classroom

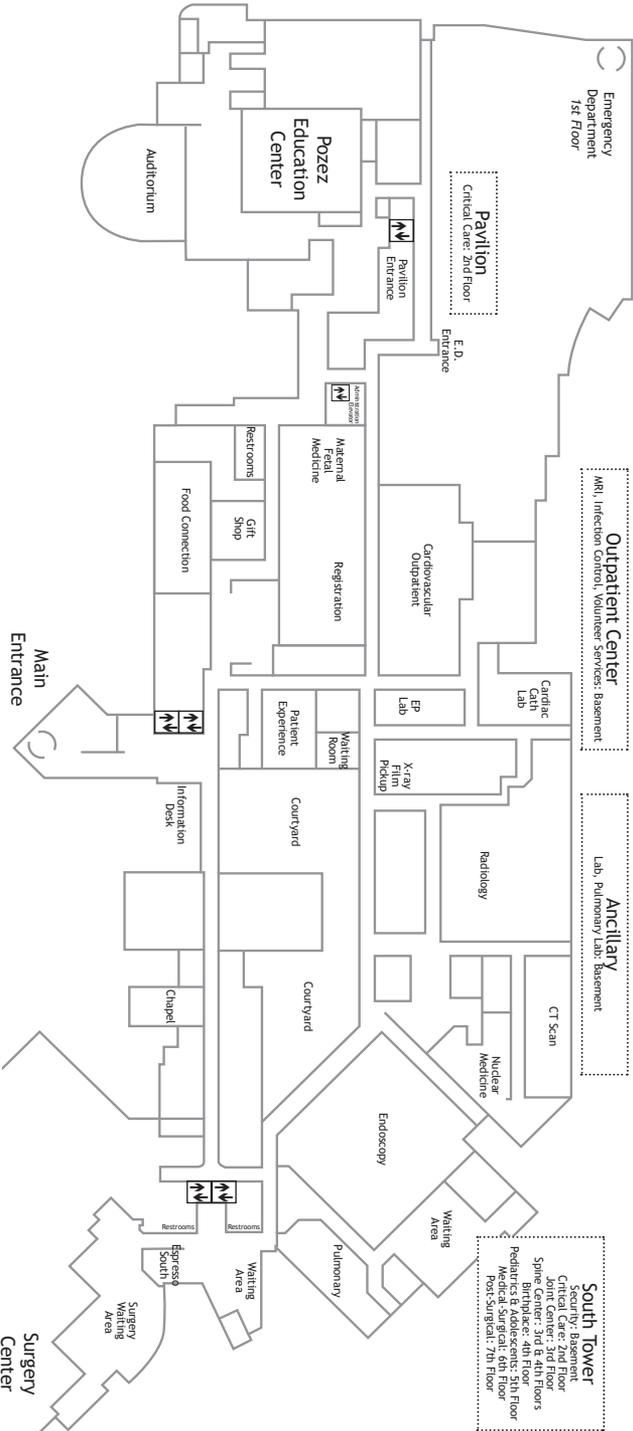
# CAMPUS MAP



# REGIONAL MAP



# HOSPITAL MAP: 1ST FLOOR







# Stormont Vail Health

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