

# Patient Information



the memorial hospital  
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## Welcome

I welcome you to The Memorial Hospital and hope that your stay here is as pleasant and comfortable as possible. This information guide is to help answer any non-medical questions you might have concerning our patient services and the hospital. The staff and medical personnel here at the hospital will do everything possible to provide you with the best in professional health care.

The Memorial Hospital believes in Excellence in Healthcare and we are dedicated to serving Northwestern Colorado and Southwestern Wyoming. We strive to achieve the highest standards possible and welcome any comments or questions you might have about our hospital. We offer many of our former patients the opportunity to complete our patient questionnaire which is mailed to a random sampling of patients.

The Memorial Hospital personnel have a genuine care and concern for every patient who walks through our doors. I have an open door policy and if you have any concerns about your quality of care or questions about our hospital or patient services that are not answered in this guide, please do not hesitate to ask any medical personnel or representative of our Administration. On behalf of The Memorial Hospital, I hope you have a comfortable stay and a rapid recovery.

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## Excellence in Healthcare - Yesterday and Today

The Memorial Hospital is a 25-unit bed acute healthcare facility. This hospital employs more than 200 people, and has an active volunteer force who work endless hours contributing their time. The hospital is owned by the people of Moffat County and operates as a not-for-profit organization. The people we serve come from Moffat, Routt, and Rio Blanco counties as well as Baggs, Dixon, Slater, and Savery, Wyoming.

The hospital has a long and proud tradition of serving the people in Northwest Colorado and Southwestern Wyoming. The Memorial Hospital was completed in 1950 and was started as a 17-bed facility. This hospital has grown and evolved as the needs of the citizens changed. Four construction phases in the mid-1960's, the later 1970's, 1983 and 1995 have allowed the hospital to maintain the physical plant required for modern healthcare services.

In November 2009, the hospital began a new era with the completion of a brand new hospital.

## Mission Statement

To improve the quality of life for the communities we serve through exceptional healthcare and service excellence.

Toward this end, the hospital is managed in a manner to ensure continued viability through sound fiscal operations. Further, The Memorial Hospital is committed to supporting health and wellness-related activities in the community that contribute to the overall well being and quality of life of the citizens we are committed to serve.

Lastly, the Hospital supports the efforts of the Medical Staff to provide quality health care services to all patients; supports the medical practices of staff physicians licensed by the State of Colorado to provide medical, osteopathic, dental and podiatric care to patients; and supports the recruitment and retention of physicians when there exists an identifiable need for their services and when the support of such physicians is within the economic capability of the Hospital.

## Governance

The Board of Trustees governs The Memorial Hospital and they are appointed by The Moffat County Commissioners. These dedicated people serve the hospital on a purely voluntary basis, donating countless hours in an effort to ensure that the citizens are being provided quality service at reasonable costs. The trustees meet monthly in open session to discuss hospital business and make the necessary policy decisions.

## Board of Trustees

Ron Danner . . . . . Board Chair  
Missy Bonaker . . . . . Chair Elect  
Don Myers . . . . . Secretary/Treasurer  
Brenda McKey  
Don Cook  
John Kinkaid  
Melton Sullivan

## Administrative Staff

George Rohrich . . . . . Chief Executive Officer  
Bryan Chalmers . . . . . Chief Financial Officer  
Beka Warren . . . . . Chief Quality Officer/Chief Clinical Officer  
Samanatha Johnston . . . . . Chief of Organizational Excellence

## Patient Rights

The Memorial Hospital respects the rights of the patient, recognizes that each patient is an individual with unique health care needs and because of the importance of respecting each patient's personal dignity, provides considerate, respectful care focused upon the patient's individual needs.

The Memorial Hospital has adopted the following Patient's Rights from the Joint Commission on Accreditation of Healthcare Organizations. The expectation is that observance of these rights will contribute to more effective patient care and greater satisfaction for the patient, their physician, and the hospital organization. It is in recognition of these factors that these rights are affirmed.

Speak Up™ encourages the public to:

**Speak up if you have questions or concerns. If you still don't understand, ask again. It's your body and you have a right to know.**

**Pay attention to the care you get. Always make sure you're getting the right treatments and medicines by the right health care professionals. Don't assume anything.**

**Educate yourself about your illness. Learn about the medical tests you get, and your treatment plan.**

**Ask a trusted family member or friend to be your advocate (advisor or supporter).**

**Know what medicines you take and why you take them. Medicine errors are the most common health care mistakes.**

**Use a hospital, clinic, surgery center, or other type of health care organization that has been carefully checked out. For example, The Joint Commission visits hospitals to see if they are meeting The Joint Commission's quality standards.**

**Participate in all decisions about your treatment. You are the center of the health care team.**

## Patient Grievance

The Memorial Hospital has an open door policy for each and every patient who walks through our doors.

If at any time you have a grievance or complaint as to your hospital stay or medical service, please contact any medical or business office personnel, or a representative from Administration.

Our Open Door Policy means any grievance or complaint as to your medical services, discrimination, billing or any other concern may be directed to the Administrator of the Hospital.

As a matter of policy and procedure, the Administrator shall make every effort possible to assure that any aggrieved patient, family member or guardian receives immediate attention to their complaint with an explanation of the investigation or corrective action that will be implemented.

We have a genuine care and concern for every patient and the quality of their stay at The Memorial Hospital.

If you believe that you have been discriminated against, in any manner, by reason of a disability, you or your representative should report the incident to the Administrator of the Hospital, who is the designated authority to address and resolve such discrimination complaints as required by Section 504 of the Rehabilitation Act of 1973 and the Age Discrimination Act of 1975. The Administrator shall address the incident and provide you with a response as soon as possible, but in no case shall the response be later than 30 days after you report the incident to the Administrator.

## Access of Care

Individuals shall be accorded impartial access to treatment or accommodations that are available and medically indicated, regardless of age, race, creed, color, sex, national origin, sexual orientation, or sources of payment for care.

## Respect and Dignity

The patient has the right to considerate, respectful care at all times and under all circumstances, with recognition of the patient's personal values and beliefs.

## Privacy and Confidentiality

It is the practice of The Memorial Hospital to give out our patient's room numbers when visitors come to the Reception Desk or Nurse's Station, or call and request to speak to a patient who is in the hospital; however, we realize that there are a few people who do not wish their presence in the hospital to be known to others. If you do not want this information to be given to anyone requesting it, please advise the person admitting you or the person taking care of you, so that this request can be communicated to Hospital staff. Please be aware that the Hospital cannot be responsible for information that leaves the Hospital through other avenues, including, but not limited to: other patients; visitors/family of other patients; delivery persons; clergy, etc.

The patient has the right, within the law, to personal and informational privacy, as manifested by the following rights:

1. To refuse to talk with or see anyone not officially connected with the Hospital, including visitors, or persons officially connected with the Hospital but not directly involved in his care.
2. To wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedures or treatment.
3. To be interviewed and examined in surroundings designed to assure reasonable visual and auditory privacy. This includes the right to have a person of one's own sex present during certain parts of a physical examination, treatment, or procedure performed by a health professional of the opposite sex and the right not to remain disrobed any longer than is required for accomplishing the medical purpose for which the patient was asked to disrobe.
4. To expect that any discussion or consultation involving their case will be conducted discreetly and that individuals not directly involved in their care will not be present without their permission.

5. To have their medical record read only by individuals directly involved in their treatment or in the monitoring of its quality. Other individuals can only read their medical record with their written authorization or that of their legally authorized representative.
6. To expect all communications and other records pertaining to their care, including the source of payment for treatment, to be treated as confidential.
7. To request a transfer to another room if another patient or a visitor in the room is unreasonably disturbing to them.
8. To be placed in protective privacy when considered necessary for personal safety.
9. To select their own physician, to request a change in physician, and to select the providers.

## Your Right to Make Health Care Decisions – Advanced Directives

APatient Self-Determination Act and Advance Directives@ Upon admission to the hospital, all adult patients, patient's guardian, next of kin or legally authorized responsible person, will be given written information concerning an individuals' rights under Federal and Colorado State Law to make decisions regarding health care, including the right to accept or refuse medical or surgical treatment and the right to formulate advance directives. The Memorial Hospital will utilize brochures and handouts which will address hospital policy respecting the implementation of these rights. An inquiry will be made as to whether an advance directive has been executed and the response documented in the medical record. Our requirement as a hospital facility is to inform our adult inpatients of their right to accept or refuse medical treatment and advance directives. Advance directives are written instructions concerning an individual's wishes about medical treatment. These instructions are used in the event that someone is unable to make health care decisions for themselves. The patient is not required to have any advance directives in order to receive care and treatment. By law we must inform our patients.

## Patient Rights Concerning Medical Decisions

The Memorial Hospital guarantees that it will assure that each patient is afforded the following:

1. The right of the patient to the hospital's reasonable response to their requests and needs for treatment or service, within the hospital's capacity, its stated

mission, and applicable law and regulation.

2. The right of the patient, in collaboration with their physician, to make decisions involving their health care.
3. The right of the patient to accept medical care or to refuse treatment to the extent permitted by law and to be informed of the medical consequences of such refusal.
4. The right of the patient to formulate advance directives and appoint a surrogate to make health care decisions on their behalf to the extent permitted by law.
5. The right of the patient to the information necessary to enable them to make treatment decisions that reflect their wishes.
6. The right of the patient to information at the time of admission about the hospital's patient rights policy.
7. The right of the patient or the patient's designated representative to participation in the consideration of ethical issues that arise in the care of the patient.
8. The right of the patient to be informed of any human experimentation or other research/educational programs affecting their care or treatment.
9. The right of the patient, within the limits of law, to personal privacy and confidentiality of information.
10. The right of the patient's guardian, next of kin, or legally authorized responsible person to exercise, to the extent permitted by law, the right delineated on behalf of the patient if the patient has been adjudicated incompetent in accordance with law, is found by their physician to be medically incapable of understanding the proposed treatment or procedure, is unable to communicate their wishes regarding treatment, or is a minor.

## Open Door Policy

In our continuing dedication to offer the best in healthcare possible to each and every patient who walks through our doors, we also have concern for the quality of your stay at The Memorial Hospital.

If at any time you have a question about our hospital or patient services which are not answered in this guide, please contact any medical personnel or representative of Administration. Our Open Door Policy means any grievance or complaint as to your medical services, billing or any other concern, may be directed to the Administrator of the Hospital. We have a genuine care and concern for every patient.

## TMH Guest Relations Policy

1. All persons, whether they be a patient, visitor, volunteer, physician, vendor representative, colleague, employee, trustee or governmental official, shall be treated as a guest of The Memorial Hospital and shall be afforded the right of excellence in service from every employee of the hospital.
2. Every guest has the right to quality health care services.
3. Every guest has the right to friendly treatment, honesty, and timely service.
4. Every guest has the right to expect a safe environment at The Memorial Hospital.
5. Every guest has the right to information about his/her personal health care and the expenses associated with the care.
6. Every guest has the right to express a grievance and the right to expect that the grievance will be addressed fairly and in a timely manner.
7. All guests, at the termination of his or her relationship with The Memorial Hospital, should be satisfied with the services provided and the manner in which they were treated by the employees of the Hospital, whether that relationship was a personal meeting, a telephone meeting, or through written correspondence.

## Identity of Caregivers

The patient has the right to know the identity and professional status of individuals providing service to them and to know which physician or other practitioner is primarily responsible for their care. This includes the patient's right to know of the existence of any professional relationship among individuals who are treating them, as well as the relationship to any other health care or educational institutions involved in their care. Participation by patients in clinical training programs or in the gathering of data for research purposes is voluntary.

## Information

The patient has the right to obtain, from the practitioner responsible for coordinating their care, complete and current information concerning their diagnosis (to the degree known), treatment, and any known prognosis. This information should be communicated in terms the patient can reasonably be expected to understand. When it is not medically advisable to give such information to the patient, the information should be made available to a legally authorized individual.

## Communication

The patient has the right of access to people outside the hospital by means of visitors and by verbal and written communication. When the patient does not speak or understand the predominant language of the community, they will have access to an interpreter. This is particularly true where language barriers are a continuing problem.

## Consent

The patient has the right to reasonable informed participation in decisions involving their health care. To the degree possible, this should be based on a clear, concise explanation of their condition and of all proposed technical procedures, including the possibilities of any risk of mortality or serious side effects, problems related to recuperation, and probability of success. The patient will not be subjected to any procedure without their voluntary, competent, and understanding consent or the consent of their legally authorized representative. Where medically significant alternatives for care or treatment exist, the patient shall be so informed.

1. The patient has the right to know who is responsible for authorizing and performing the procedures or treatment.
2. The patient shall be informed if the hospital proposes to engage in or perform human experimentation or other research/educational projects affecting their care or treatment; the patient has the right to refuse to participate in any such activity.

## Consultation

The patient, at their own request and expense, has the right to consult with another doctor or specialist who does not have medical staff privileges at The Memorial Hospital.

## Refusal of Treatment

The patient may refuse treatment to the extent permitted by law. When refusal of treatment by the patient or his legally authorized representative prevents the provision of appropriate care in accordance with professional standards, the relationship with the patient may be terminated by the Hospital and/or doctor under reasonable notice.

## Transfer and Continuity of Care

A patient may not be transferred to another facility or organization unless he has received a complete explanation of the need for the transfer and of the alternatives to such a transfer and unless the transfer is acceptable to the other facility or organization. The patient has the right to be informed by the practitioner responsible for their care, or their delegate, of any continuing health care requirements following discharge from the hospital.

## Hospital Charges

Regardless of the source of payment for their care, the patient (and/or parent or legal guardian), has the right to request and receive an itemized and detailed explanation of their total bill for services rendered in the Hospital. Patients are encouraged to report billing questions, problems or concerns to the Hospital Administrator.

## Hospital Rules and Regulations

The patient should be informed of the Hospital rules and regulations applicable to their conduct as a patient. Patients are entitled to information about The Memorial Hospital's mechanism for the initiation, review, and the resolution of patient complaints.

## PATIENT RESPONSIBILITIES

### Provision of Information

A patient has the responsibility to provide, to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to their health. The patient has the responsibility to report unexpected changes in their condition to the responsible practitioner. A patient is responsible for reporting whether they clearly comprehend a contemplated course of action and what is expected of them.

### Compliance with Instructions

A patient (and/or parent or legal guardian) is responsible for following the treatment plan recommended by the practitioner primarily responsible for their care. This may include following the instructions of nurses and allied health personnel as they carry out the coordinated plan of care, implement the responsible practitioner's orders, and enforce the applicable hospital rules and regulations. The patient is responsible for keeping appointments and, when unable to do so for any reason, to notify the responsible practitioner or the Hospital.

## Refusal of Treatment

The patient is responsible for their actions if they refuse treatment or do not follow the practitioner's instructions.

## Hospital Charges

The patient (and/or parent or legal guardian) is responsible for assuring that the financial obligations of their health care are fulfilled as promptly as possible.

## Hospital Rules and Regulations

The patient is responsible for following Hospital rules and regulations affecting patient care and conduct.

## Respect and Consideration

The patient is responsible for being considerate of the rights of other patients and Hospital personnel and for assisting in the control of noise and the number of visitors. The patient is responsible for being respectful of the property, of other persons and of the Hospital.

## ADMISSIONS

### Registration and Admission

Admission to The Memorial Hospital is arranged by your physician. Upon your arrival, a member of the admission staff will meet with you and complete all necessary information for completion of your medical record. Please have available your insurance identification cards, birth date, employee information, and social security number. You can be assured all information you give us will be handled confidentially.

### Consents

The Memorial Hospital has a general consent form to be read and signed at the time of admission. This form serves several functions. It is an authorization for diagnostic, medical, and/or surgical consent, as well as consent to release medical information to your insurance company. Upon signature of the consent, insurance benefit payments are assigned to The Memorial Hospital. It establishes responsibility of payment of those hospital expenses which you have incurred and which are not covered by your insurance. Consents for minors must be signed by parents or guardians. If you have surgery, you will be requested to sign additional consent forms by your surgeon.

## Identification

An identification bracelet which shows your name, attending physician, and patient number will be placed on your wrist when your room is assigned. Please keep this bracelet on at all times. If this is not possible, ask your nurse for assistance.

## Valuable and Personal Possessions

The Memorial Hospital will not assume responsibility for loss or damage to valuables, money, clothing, or other personal items. It is urged that you leave valuable items at home, but if you are unable to do this, your nurse will assist you in placing your valuables in the hospital safe.

You need to bring with you only a few personal items such as toilet articles, bathrobe, slippers, and nightgown or pajamas. The use of personal electrical appliances is discouraged; however, should you wish to bring an electric razor or hair dryer from home, it is permissible for you to use only after the electrical safety has been checked out by the Hospital staff. If you have an electrical appliance that you wish to use, please ask your nurse to have it inspected.

## Medications from Home

Do not bring medications from home unless requested by your physician. Be sure to tell your physician and nurse if you have been taking medicine recently. Also let them know if you have any known allergies.

## Medical Records

A complete record of your treatment and progress is maintained during your stay, and this confidential record is vitally important to your physician for medical information. Medical records are kept in confidence and in accordance with hospital policies, the Medical Staff Bylaws and Rules & Regulations, as well as standards set forth by the Joint Commission on Accreditation of Hospital Organizations.

You have the right to review and obtain copies of your medical records. Requests for these records are handled in accordance with Colorado State Law and the policies of The Memorial Hospital. Any patient desiring access to their medical records may contact Health Information Management for assistance. The Department is open from 8:00 a.m. - 4:30 p.m., Monday through Friday, and is closed on holidays.

## **POLICIES AND PROCEDURES**

### **Telephone**

Each room has the service of telephones, except in the Special Care Unit. To operate your telephone, dial 9 to get an outside line for a local call at no charge. To make a long distance call using your credit card within the 970 Colorado area code, first dial 8 then 0. For a long distance call outside the 970 area code, dial 8 then 00. Call the operator if you need further assistance.

### **Television**

Cable television service is provided for you in your rooms. This service may be activated by the TV control unit at your bedside. A channel guide is located in your nightstand drawer.

### **Mail and Flowers**

Mail is delivered to all patients daily. If you have outgoing mail, you may arrange to purchase stamps through the Cashier's Office. Outgoing mail is picked by U.S. Postal Service every afternoon. Any mail delivered to the hospital after your discharge will be forwarded to your home address.

Flowers are delivered as soon as they arrive. Floral gifts are not permitted in the Special Care Unit. Potted plants are not permitted—cut flowers only.

### **Newspapers**

A complimentary copy of The Craig Daily Press is delivered to your room Monday through Friday. You may purchase out-of-town newspapers in the lobby area.

### **The Gift Shop**

The Hospital Gift Shop is located in the lobby near the front desk. Gift items, cards, candy and snacks are available. The Gift Shop is open from 9:00 a.m. - 4:00 p.m., Monday through Friday.

### **Housekeeping**

To keep your hospital environment as germ free as possible, the Housekeeping Department cleans patient rooms daily and they are thoroughly cleaned after each patient is discharged. We appreciate your assistance in helping us maintain all hospital areas. If you have any special housekeeping needs, contact the nursing staff or housekeeping.

### **Red Bag Trash**

Environmental safety guidelines require that all items soiled with blood or body fluids be placed in a red bag for proper disposal and incineration. Please do not place paper and other regular trash items in red bags as this results in additional expense for disposal. Thank you for your cooperation.

### **Room Temperature/Noise Levels**

Your room temperature is thermostatically controlled. If there is a problem, call the Nurse's Station and they will correct the problem or call a Plant Operations Technician.

If you are being disturbed by visitors and/or noise levels, please let us know immediately so that we can address the problem.

### **Nurse Call System**

To call your nurse, push the call button located at your bedside. When you push the call button the light comes on over your door, an audible tone is sounded at the Nurse's Station and someone will answer your call as promptly as possible. Nursing personnel may respond to your call via the intercom. When answering the intercom, you may talk in a normal tone of voice to state your need.

### **Smoke Free Facility and Grounds**

Smoking by patients, visitors, other guests, and hospital staff is absolutely prohibited anywhere on the property of The Memorial Hospital.

The restriction on smoking is intended to reduce the risks to the patient associated with smoking, including its adverse effects on the patient's treatment or care. It also reduces the risk to other patients and staff associated with passive or secondhand smoke. This policy is also intended to reduce the risk of a fire.

It is recognized that for some patients, sudden withdrawal may interfere with the patient's treatment or care. For those patients, nicotine transdermal patches can be ordered by the attending physician.

The Memorial Hospital wants to be a leader in our community to promote a healthy smoke-free environment and we appreciate your understanding and cooperation of this policy.

## Safety Precautions

### Maintenance

The Memorial Hospital staffs a full-time Facilities Engineering Department, 7:00 a.m. - 5:00 p.m., Monday through Friday. If you have any questions or maintenance concerns, please notify your nurse who will contact the Facilities supervisor or a technician.

### Bed Rails and Bed Adjustments

The safety rails on your bed are for your protection while you are coping with a strange environment and may be confused and drowsy because of medication. Should your condition require bed rails, both rails will be raised. They will serve as a reminder that you must call for assistance, and will act as support when you turn in bed. Safety rails will be raised at bedtime on every occupied bed.

Bed adjustments for your comfort may be made by pressing the necessary position adjustment on the signal device.

### Fire and Disaster Drills

Do not be concerned if you hear a fire alarm. The Hospital conducts regular practice and disaster drills. In the event of an actual occurrence, you will be notified and told what to do. Please be assured that every precaution will be taken for your safety.

### Electrical Equipment

All Hospital equipment, such as your electric bed, lamps, and other patient care equipment is grounded for your protection. Hospital policy does not allow electric heaters, blankets or heating pads to be used in the Hospital.

## Universal Precautions

### Infection Control Measures

The Centers for Disease Control (CDC), the Occupational Safety and Health Administration (OSHA), the American Hospital Association (AHA), and the Association for Practitioners in Infection Control, Inc. (APIC) have advised hospitals to take special precautions to protect patients from bloodborne disease.

You will notice that healthcare workers here are using a variety of protective equipment B gloves, gowns, masks and goggles B during certain procedures that involve contact with patients. The equipment used depends upon the task being performed and the patients illness or injury.

## Universal Precaution Symbols

Universal Precautions require that blood, tissue, and certain body fluids be treated as if they are infectious. These precautions protect patients and healthcare workers and are consistently practiced at The Memorial Hospital.

If you have questions regarding the precautions, we encourage you to discuss them with your physician, your nurse, or the healthcare worker involved in your care.

Further information is also available from the Infection Control Nurse.

## Food Service

Your diet, like your medications, is prescribed by your doctor. The Memorial Hospital offers our patients a la carte diet specific menus for lunch and dinner. Patients can order their choice of food from their menu anytime during dietitian hours. A dietitian is available to discuss questions about your diet, if necessary.

Visitor and guest mealtimes are as follows:

Breakfast		6:30 - 10:00 a.m.
Lunch		11:30 - 2:00 p.m.
Dinner		4:00 - 6:30 p.m.

## Dining Room

The dining room is open 24 hours per day for coffee and tea, and visitor meal trays may be purchased on a limited basis.

## Visitor Meal Service

Visitor meal trays may be purchased in the dining room at a cost of \$4.00. Please make arrangements in advance by notifying the Unit Secretary at the Nurse's Station. Tickets for these trays can be purchased in the Cashier's Office. Please note that visitor meals cannot be added to the patient's bill, so payment is to be made at the time of the order.

## Other Snacks

Vending machines for soda, candy and other snacks are located in the TMH Mountain Café and the Emergency Department lobby.

## Visitors

Your visitors are welcome guests of the Hospital. As our commitment is to provide the best service to you and our other patients, we ask that moderation be a consideration when visitors come to see you and that visitors be limited to two per patient at any one time.

Family members can provide important assistance to patient care. The Hospital will try to provide for the comfort of one family member to stay with a patient when necessary for good patient care.

### Hospital Visiting Hours: 11:00 a.m. - 8:30 p.m.

#### Obstetric Visiting hours:

- 11:00 - 1:00 p.m. Grandparents & friends
- 1:00 - 3:00 p.m. No visitors & no calls
- 3:00 - 6:00 p.m. Grandparents & friends
- 6:00 - 7:00 p.m. Father and siblings of newborn only
- 7:00 - 8:30 p.m. Grandparents & friends

Baby's father may visit any time except between the hours of 1 p.m. and 3 p.m. Only two visitors per patient at one time. No smoking is allowed.

## Visitor Rules

1. Do not bring food or drink to patients without first checking with the Nurse's Station, since the patient may be on a special diet.
2. No more than 2 visitors per patient at one time.
3. Children under the age of 14 may visit only if they are immediate family members, and remain under the supervision of an adult. Children who are ill or have other infections will not be allowed to visit.
4. Visiting is limited to the immediate family for patients in the Special Care Unit. The visit must be brief and at the discretion of the Charge Nurse.

## Payment Policy

It is the purpose of The Memorial Hospital to provide the best possible hospital service. To assure such service, the Hospital must remain in sound financial position and we ask that you help us fulfill this policy as promptly as possible.

## Prepayment Policy

In the event you are having a scheduled surgery or plan for your baby to be delivered at the Hospital, it is requested for your convenience to pre-admit into the Hospital. Payment arrangements may be made at the time of pre-admission.

## Insurance

If you have hospitalization insurance, The Memorial Hospital will bill your insurance company directly. Upon admission, it is necessary for you to present information on the type of coverage you carry. The Admissions Interviewer will verify coverage and benefits for your particular insurance, and inform you the amounts which are not covered by your insurance, such as the deductible which you may still need to meet and/or co-payments.

Any amount not covered by your insurance is due and payable at the time of discharge. If insurance payments are not received within 45 days from discharge, payment of the amount in full must be made by the patient.

Patients who wish to bill their own insurance are required to pay the entire bill at the time of admission.

### Patients Without Insurance

Patients without insurance are expected to pay for services received at the time of admission. If you are unable to pay the full amount, a Patient Account Representative in Patient Financial Services will assist you with payment arrangements.

## FINANCIAL ARRANGEMENTS

### Medicare

Patients covered by Medicare must present their Medicare card upon admission to the Hospital. We request the patient's portion, such as deductible and coinsurance, to be paid at admission unless supplemental insurance is available. A Patient Account Representative will bill your supplemental insurance if appropriate information is obtained upon admission.

### Medicaid

The Memorial Hospital participates only with the Colorado and Wyoming Medicaid program. Patients covered by Medicaid must present current eligibility cards prior to requesting services. Patients are responsible for payment of the co-payment amounts, when applicable, at the time of admission.

## Worker's Compensation

The Hospital will bill your employer or their compensation carrier provided we have all the required information. For related services to a prior claim, you must provide us with the accident date and claim number. In the event that the account is not settled within 45 days from discharge or if your employer contests your claim, payment of the account in full must be made by the patient.

## Financial Assistance through Colorado Residence Program (CICP)

Information concerning the financial assistance program may be acquired from Patient Financial Services before or during your hospital visit. Patient eligibility is determined by measuring family income against the income criteria established by the CICP program. A written determination of your eligibility will be made for most applications on the same day of your interview appointment. After the co-payment is determined, that amount is due and payable by the patient at the time of admission.

## Radiology Charges

Charges for radiology services are made up of two components: 1) the Hospital portion of the charges which include film, use of equipment, technical time, and supplies; and, 2) the professional component for the physician radiologist performing and interpreting the studies. You are not charged for the same service twice; rather, the component parts are simply charged separately.

## For Your Convenience

If you have any questions or need additional information concerning payment of your account, please call Patient Financial Services at 1-970-826-3120, or visit us. Our office hours are 8:00 a.m. to 6:30 p.m., Monday through Friday.

## Discharge

Before you may leave the hospital, an order for your discharge must be executed and signed by your physician. Your physician or nurse will discuss plans for discharge, and you will receive a copy of any special instructions for post-hospital care.

If your doctor refers you to services to be provided after discharge such as home health care or home oxygen

services, you will be provided a resource list of local agencies. You then may designate the provider of your choice. The Patient Care Planner and Nursing Service will then help coordinate your care with your designated provider.

## Personal Check-out List

1. Pack all personal belongs.
2. Pick up all prescriptions and discharge instructions.
3. Reclaim any valuables from the safe.
4. Visit the Business Office to arrange for settlement of your account.

If you should leave the hospital against the advice of your physician, the hospital will require that you sign a release from responsibility for discharge.

## PATIENT CARE

### Equipped with Vision

The Memorial Hospital has been generously supported by the people of Moffat County through their tax dollars and many philanthropic gifts. This has enabled the Board of Trustees to select equipment projects with an eye to the future. Today, the Hospital is without question one of the finest equipped small hospitals in the country.

The Emergency Department boasts of two completely equipped trauma rooms with state-of-the-art cardiac monitoring and resuscitation equipment. Telemetry allows doctors and nurses to become involved in patient care prior to arrival in the Emergency Department.

Our Cardiopulmonary Department has the capability of EKG analysis, cardiac stress testing, 24-hour heart monitoring and complete lung function analysis, as well as respiratory care support.

## Physicians

The Memorial Hospital is very fortunate to have numerous fine doctors on staff. In addition, we have several physicians who specialize in various areas visiting Craig on a regular basis to see patients. While the majority of our active staff are family practitioners, we also are proud to have specialty representation.

## Nursing Staff

The Memorial Hospital provides you with safe, competent and satisfying care through its professional nursing staff comprised of RN's, LPN's, Nursing Assistants, and Unit Secretaries.

## Emergency Services

The Memorial Hospital Emergency Response Team is geared to serving a very wide geographic area. The Emergency Response Team strives to assure that all of our citizens have rapid access to care in an emergency from a highly skilled staff certified in Advanced Cardiac Life Support.

The Emergency Department is designated by the State of Colorado as a Level 4 Trauma Center, and it is open 24 hours a day, 7 days per week. A physician is always on call for emergency room duty. Our laboratory and radiology technologists, respiratory therapists and surgical nurses are always on-call when not in the building.

Relationships with the hospitals in Grand Junction and Denver allow for the rapid transfer of injured patients when the care is beyond the ability of the Hospital. The Memorial Hospital Emergency Response, helicopter and aircraft transport are customarily utilized in these circumstances.

## Laboratory and Pathology

Qualified personnel use our highly automated laboratory to perform tests on specimens from patients, to aid the physician in diagnosis, regulation, and monitoring of medical treatment. The laboratory is under the medical direction of a pathologist who aids your physician in the interpretation of tests and examination and diagnosis of surgical specimens. Please feel free to call the lab if you have any questions concerning laboratory services.

If you are scheduled for surgery, your physician may order pre-operative lab tests which need to be done one or two days before your surgery. Laboratory hours are Monday through Friday, 7:30 a.m. to 6:00 p.m., and 8:00 a.m. to 3:00 p.m. on Saturday and Sunday. Patient appointments for weekends and holidays are appreciated.

## Volunteer and Autologous Blood Donations

The Memorial Hospital fully supports the Belle Bonfils Memorial Blood Center in Denver as an excellent supplier of blood and blood component needs for Moffat County and the surrounding area.

By establishing a reliable volunteer donor base, the availability of a safe blood supply is ensured for our patients. The Hospital encourages your participation in the Belle Bonfils Blood Donor program, which is scheduled 3 times per year; location and date are announced prior to each session.

Please discuss your eligibility to donate your own blood with your physician and feel free to phone Belle Bonfils at 1-800-365-0006 for general blood donation information. In

addition, informational brochures regarding testing and processing of all donor units are available at our Hospital solarium.

A request for Blood Replacement forms are provided to remind family members and friends who are eligible to donate a unit of blood and replace that used by the patient. Your replacement donation will make certain that blood is available for the future needs of patients in our Hospital.

## Special Care Unit (SCU)

The Memorial Hospital has a 3-bed Special Care Unit (SCU) to serve those patients who are critically ill. The unit is well staffed with trained nurses and utilizes cardiac monitors from Hewlett-Packard.

The SCU is designed to meet the needs of those patients who require a great deal of skilled and technical nursing care. Special life saving equipment is available for immediate use 24 hours per day, and the nurses working in this area have received specialized training. Visitors are limited to the immediate family; visits must be brief and at the discretion of the Charge Nurse.

## Obstetrics and Nursery

The Obstetrics, Labor and Delivery Unit has two rooms set aside for the family involved birthing concept. The special birthing beds allow the prospective mother and father to experience the process in an environment as similar to home as possible. Fetal monitoring equipment is readily available should the need arise.

## Radiology

The Radiology Department features the most advanced imaging techniques, including CT Scanning (computerized axial tomography), MRI, Ultrasound, Mammography testing, and Nuclear Medicine.

This diagnostic medical imaging is performed by and under the direction and supervision of a Radiologist, with whom your personal physician requested a consultation.

The Radiologist assures that radiation is used properly in performing the requested evaluations, that the studies are of optimal quality, and that they are interpreted according to accepted standards of medical practice. The Radiologist then reports the findings to your personal physician, and enters the consultation report into your permanent medical record at the Hospital.

Radiology Department hours are Monday through Friday, 7:00 a.m. to 5:30 p.m., and nights and weekends on a call basis.

## **SURGICAL INFORMATION**

### **Surgery Facilities**

Two surgical suites, a modern recovery room, and a pre-operating room comprise the Surgical Services Department. During surgery, your physician is assisted by a team of highly skilled personnel, including two highly qualified anesthesia providers.

### **Pre-Surgery Interview**

Nursing personnel will contact you prior to surgery. At that time, they will obtain pertinent information to complete your admission. You will be able to ask any questions you have concerning your surgery. Pre-operative instructions will be given to you during this interview.

Patients scheduled for surgery may undergo a large number of pre-operative tests, all of which aid the surgeon in assuring the best results. Each test is important to your care.

Unless you are told otherwise, do not eat or drink anything after midnight the night before your scheduled surgery. This includes water, coffee, tea, or juice. Your physician or nurse will instruct you regarding any medication you are currently taking.

### **Anesthesia**

Whether you receive a local or general anesthetic, you can be assured it will be administered by a specially trained person who will be monitoring your condition during surgery. Anesthesia personnel will visit you prior to surgery to ask and answer any questions related to your procedure. Following surgery you will be taken to the Recovery Room so that you may receive constant, expert care by the nursing staff until you can be returned to your room.

### **Family and Friends**

Your family is welcome to visit with you in your room prior to surgery, and may accompany you as far as the entrance to the Surgery Department. During surgery, they may stay in the waiting room located immediately across the hall from the surgical suites where they will be kept informed of your progress.

### **Same Day Surgery**

The Memorial Hospital has established a short-stay or same-day surgery program for the convenience of our patients and in an effort to contain healthcare costs. When a patient is identified by his or her physician as a candidate for the program, pre-surgical testing is usually done a day or two prior to surgery. On the day of surgery, the patient reports to the Hospital, is prepared for surgery by the nursing staff, has the procedure performed by the surgeon, is recovered by our nursing staff, and is dismissed by the surgeon.

## **SPECIAL SERVICES**

### **The Hospital Auxiliary - Gracious Service to Mankind**

The Memorial Hospital Auxiliary serves the hospital in countless wonderful ways. The support of over 25 dedicated people is felt by each employee and patient served. Members augment the operations in the Emergency Department, Business Office, Laundry and other areas.

The volunteers operate a Gift Shop in the lobby of the hospital, to generate money for donations to the hospital for equipment. They also take the newborn babies' first photo.

Special events sponsored by the volunteers throughout the year provide financial resources to further the organization and to enable the Hospital to acquire equipment otherwise beyond its means.

This group of seemingly tireless supporters inspire everyone at the Hospital to give of ourselves so others can have a better quality of life.

### **Education**

A progressive continuing Education Department keeps personnel abreast of new ideas and techniques. A community education program provides the community and patients with information to understand and manage health care needs.

### **Pharmacy**

Pharmacy services are provided by Owen Healthcare, Inc., a hospital pharmacy management company. The pharmacy is staffed with a pharmacist 40 hours per week and a full time pharmacy technician to provide complete pharmaceutical services including drug distribution, IV admix compounding, and drug information. Medication

use is monitored by the pharmacist to help assure its safety and effectiveness. The Pharmacy Department can also coordinate services for home intravenous admixture medications if ordered by your physician. The pharmacy hours are 8:00 a.m. - 4:30 p.m., Monday through Friday, and a pharmacist provides 24 hour on-call service in case of emergencies.

## **Rehabilitation Center**

The Memorial Hospital Rehabilitation Center, offering complete Physical and Occupational Therapy services, is now located in a modern, newly remodeled area at the Centennial Mall. A staff of licensed Physical Therapists provide rehabilitation services to our patients at the Hospital and the general client population at the Rehabilitation Center in the mall. The Memorial Hospital Rehabilitation Center is open 8:00 a.m. - 4:30 p.m., Monday through Friday.

## **Department of Social Services**

Trained social workers are available to assist you and your family in locating resources within the community that help deal with problems often accompanying illness. If you request your nurse to do so, the Moffat County Department of Social Services will be contacted for you.

## **Social Services Representative**

A hospital-employed Social Services Representative is available to assist you and your family. She works closely with the medical staff to aid in your care and treatment.

Your physician may request that the social services representative visit you, or you may ask your doctor or nurse to schedule a visit.

## **Home Health Care**

Various home health agencies continue patient care after the patient leaves the hospital, if necessary, or as requested by your physician. This facilitates the transition from hospital to home care.

## **THE FUTURE OF THE MEMORIAL HOSPITAL**

The health care environment across our country is changing, and these changes are impacting greatly the financial viability of hospitals. While The Memorial Hospital is being operated efficiently, Federal and State funds for the replacement of needed equipment or new facilities have diminished greatly due to this changing environment. As a result, The Memorial Hospital does not have much opportunity to put money aside for future equipment and building needs. Money for expanding facilities and maintaining modern up-to-date equipment will need to come from sources other than patient revenues.

With these facts in mind, and realizing the ever continuing needs placed upon our facility, TMH has formed a Memorial Fund to assure the future availability of adequate health care facilities here in Moffat County.

The purpose of the fund is to acquire money to meet the future capital needs of The Memorial Hospital. The hospital may accept and secure any available benefits and accept grants, donations, gifts, or bequests of money or property from any organization or individual.

Your gift to The Memorial Hospital Memorial Fund is an investment in the future of the hospital, Moffat County and the communities in the surrounding area. The funds acquired will insure a planned program to modernize and update facilities and medical equipment.

## **YES, I want to Help!**

If you wish to give to The Memorial Hospital Fund, please send your contribution to the hospital, designated to TMH Memorial Fund. We would be pleased to discuss further the needs of the Hospital and various charitable options available to you in making your gift. These gifts are tax deductible. Please make checks payable to:

**The Memorial Hospital  
Memorial Fund  
750 Hospital Loop  
Craig, CO 81625**