



# *Patient Information Guide*

4021 Ave. B  
Scottsbluff, NE 69361  
308.635.3711

# Welcome

## Mission/Vision Statement

### Statement

Regional West Health Services seeks to serve all the people of its communities as a steward of their health and health care.

### Our Vision

Our vision is that patients, physicians, and staff are valued and are the receivers and givers of health care that is safe, efficient and of the highest quality both now and in the ever-changing future.

### Value Statement

We ask always- what is in the best interest of the patient?

## Welcome

Regional West Medical Center welcomes you as our patient and guest. Your care and well-being are very important to us. Our primary goal is to provide excellent patient care services that are compassionate and responsive to your needs. During your stay with us, we will do our best to meet your needs for care, comfort and information. In the event that our services should fail to meet your expectations, please immediately contact one of our staff members or call me at Ext. 1600. This guide has been prepared to help answer questions you might have about the Medical Center and the services provided here. We wish you the best of health while at Regional West Medical Center.

John A Mentgen FACHE  
President and CEO

# Your Accommodations

## Cellular Phones

Regional West Medical Center allows the use of cell phones and other wireless personal communication devices within the medical center. However, we prefer patients and visitors remain in public areas while using their wireless devices.

## Chaplain Services

Regional West Medical Center's chaplain is available Monday through Friday, 8 a.m. – 5 p.m. for patients and their families in need of spiritual support. Please call the chaplain by dialing Ext. 1480 from any hospital phone or page the chaplain at 136 or 134. The chaplain or a volunteer chaplain is available after hours and on the weekends by contacting the house supervisor by dialing "0" from any hospital phone. The hospital's chapel and the chaplain's office are located on the first floor at the opposite end of the hallway from the main elevators.

## Food and Nutrition

The Park Bench cafeteria is located on the main floor of the hospital. The Park Bench is open 6:30 a.m. – 7p.m. weekdays and 6:30 a.m. – 2 p.m. on weekends.

Room service is available for our patients anytime between 6:45 a.m. and 7:15 p.m. To place an order, simply dial Ext. 2255 (CALL) from your room phone. A meal will be delivered within 45 minutes of the order placement. Orders can be placed from outside the hospital by calling 308.630.2255.

## Your Accommodations Continued

Your guests may also order off of our room service menu for a nominal fee. The call center can process your credit card over the phone or the meal can be paid by cash in the Park Bench cafeteria.

Room service for the Behavioral Health Unit and the Acute Rehab Unit is tailored for those areas. Please visit with your nurse for more details.

### Lodging: Inn Touch

Inn Touch offers accommodations for out-of-town patients who are being treated on an outpatient basis or visitors who have friends or family members being treated at Regional West Medical Center. For a reasonable price you can enjoy lodging and transportation to and from the hospital when needed, as well as other conveniences. For reservations or for more information, call 308.630.1222.

### Parking

Patients who drive to Regional West Medical Center may park free in any of the designated visitors' lots on campus. If you expect to be here for several days, ask a staff member to have a security officer check your car periodically. Parking for passenger unloading is available at the North Dismissal, Main Entrance and the Emergency Department entrance.

### Patient Rooms

We will make every effort to honor your choice for a private or semi-private room unless your condition, doctor's orders, or bed availability requires a change.

### Valet Service

Complimentary valet service is available Monday through Friday from 9a.m. to 4p.m. For your convenience, all remaining cars are brought into the main entrance circle drive at 4 p.m. and keys are left with the Emergency Department receptionist for your convenience. If you have the valet park your car in the South or North Plaza, your keys will be waiting in your physician's office if it's after 4 p.m.

## Pain Management

### Pain Management

Our goal is to minimize any pain you may experience. It may not be realistic to be totally pain-free, but with your help we should be able to get your pain low enough so that you are able to participate in the activities that will help you recover, such as walking, coughing and deep breathing. Best results can be achieved if your pain is treated early.

#### ***Descriptions of pain Include:***

Aching, sharp, cutting, spasms, throbbing, tightness, constant, comes and goes, at rest, dull, burning, cramping, crushing, pressure, radiating, sudden, with activity and with deep breath. Rating your pain helps both you and your health care provider treat your pain and evaluate if treatment is working. Rate your pain level by the overall feeling the pain gives you and how it affects your physical and mental activities.

## Pain Management Continued



## For your Safety and Security

### Fire Drills

Fire Drills, performed periodically, help Regional West personnel maintain preparedness for fire emergencies. During drills, you may see flashing strobes. Personnel will close your room door to help prevent the spread of smoke.

### ID Bracelet

You will receive an identification bracelet when you are admitted to the hospital. Because we must be sure of accurate patient information at all times, we ask you to wear your bracelet throughout your stay. Maternity patients and one other person, if designated by the mother, will both be given ID bracelets with the child's identification number on the band.

### Lost and Found

To inquire about lost articles, call Guest Relations at Ext. 1442 or 308.630.1442 (outside of the hospital) between 8:00 a.m. and 5:00 p.m., Monday through Friday.

### Security

Regional West Medical Center security officers are on duty 24 hours a day to assist patients, visitors, and staff.

### Smoking

Regional West Medical Center is a smoke-free campus. Individuals may not smoke anywhere on hospital grounds or property. A one-day supply of a nicotine replacement product (gum and lozenges) is available free of charge for our patients' family members and friends.

### Valuables

I understand that the hospital has a safe location for safekeeping of money and valuables on my behalf. The hospital is not liable for any loss or damage to any money, jewelry, glasses, dentures, hearing aids, documents, or other articles of unusual value, which I chose to keep in my possession.

# Special Services

## Access

Regional West Medical Center and all of its programs and activities are accessible to and usable by disabled persons, including persons with impaired hearing and vision.

Access features include:

- Convenient off-street parking designated specifically for disabled persons.
- A full range of assistive and communication aids provided to persons with impaired hearing, vision, speech, or manual skills without additional charge for such aids. For example, Regional West Medical Center can provide the following, free of charge;
- Sign-language interpreters, 308.631.7498.
- Telecommunication Device for the Deaf (TDD), 308.630.1915.

If you or your companion(s) require any of the aids listed above, please let registration staff or your nurse know.

## Advance Directive

All patients are asked if they have or wish to make an Advance Directive. If you have an Advance Directive such as a Living Will, Health Care Proxy, or Durable Power of Attorney for Health Care, please bring a copy of this with you. Regional West Medical Center uses the “Five Wishes” booklet. If you wish to have a copy of the “Five Wishes” booklet, please ask a staff member for one or stop by the Guest Relations Department, located by the Gift Shop.

## Bioethics Committee

Making decisions about patient care can be difficult. Often there are conflicts or other dilemmas that confront the patient, family and care providers. Regional West Medical Center recognizes the importance of having the patient, family, and/or significant others involved in resolving dilemmas about care decisions. The hospital has a multidisciplinary Bioethics Committee available to serve as an advisory body to medical staff, administration, patients, and their surrogates regarding ethical and moral decisions pertaining to care provided in this institution. This committee applies hospital policies and procedures to assist in conflict resolution. It does not render treatment decisions, but provides consultation and support while promoting the physician/patient relationship and that decision-making process.

The committee may be accessed not only by staff and physicians but also by patients, their families, and significant others. To access the committee, please contact: The House Supervisor by dialing “0” from any in-house phone and ask to speak with the House Supervisor or call on the committee co-chairs:

**Marilyn Stoddard** at Ext. 1494 or 308.630.1494 (when dialing from outside the hospital) or Ext.2560 or 308.630.2560 Or **Tom Holyoke** at 308.635.5000.

## Emmi Program

Emmi is a series of web-based programs that make complex medical information easy to understand. The programs help you understand what to expect before a specific procedure or surgery. Most Emmi programs take about 20 minutes to complete and you can view them as many times as you like. We encourage you to share them with friends and family. All you need is access to the Internet. If you are scheduled for an upcoming procedure or have a chronic condition, ask your doctor if there is an Emmi program that is right for you. Watch a sample program about the importance of getting a flu vaccination by visiting <http://ow.ly/k7Ksu>.

## Special Services Continued

### Guest Relations/Patient Advocate

Guest Relations provides professional, personalized service to patients, families and visitors. We serve as a link between you the patient, your family and Regional West Medical Center. You may reach Guest Relations by calling 308.630.1442.

The patient and his or her family have the right to have complaints reviewed by the hospital. If you have a concern about your care, safety or physician while you are a patient, please ask for the unit director, charge nurse, or house supervisor or call Guest Relations and they will address your concern at that time.

If you would like to submit a concern in writing, please address it to Guest Relations, 4021 Ave. B, Scottsbluff, NE 69361. You may also contact the Nebraska Department of Health and Human Services, Division of Public Health, Licensure Unit, Health Facility Investigations, P. O. Box 94986, Lincoln, NE 68509-4986 (402.471.0316) or The Joint Commission Office of Quality Monitoring, One Renaissance Blvd., Oakbrook Terrace, IL 60181, [complaint@jointcommision.org](mailto:complaint@jointcommision.org). (800.994.6610).

### STARS

Regional West is proud to recognize our employees and physicians for providing outstanding care and customer service. To nominate an employee for amazing service which exceeded your expectations, please ask your nurse for a STARS form or pick one up at the unit nurses' station.

### The Foundation

Regional West Foundation raises, manages, and distributes funds to enhance the services, programs, and projects of Regional West Health Services. The Foundation supports projects to strengthen health care services that are essential to the quality and growth of our local medical community, including new technology, building improvements, and health education scholarships.

The Foundation has a well-established gift planning program to assist donors and welcomes corporate, organizational and individual gifts. For more information about the tax benefits of charitable giving, call Foundation Director Shelley Knutson at 308.630.2244 or your personal financial planner.

## Hospital Bills/Insurance/Community Pharmacy

### Hospital Bills and Insurance

Your Regional West Medical Center bill includes charges for services rendered by the hospital. An itemized bill is available upon request for all eligible patients. Your attending physician, anesthesiologist, radiologist, pathologist and other physicians involved in your care will bill you separately for their services.

If you received an estimate for your services, please be advised that it is not a guarantee of final billed charges. Estimates are provided based on information supplied by you, your physician and your insurance company. In many cases, it is impossible to predict the final charges that will result as there are many variables involved in your actual care.

Regional West Medical Center accepts and bills most insurances. Your insurer is under contract with you and your employer. Accordingly, if your insurance carrier does not make payment, the bill may ultimately be your responsibility. It is your responsibility to understand the terms and conditions of your insurance coverage. Please make sure all of your policy's requirements have been satisfied prior to receiving services from Regional West. Your insurer may require written or telephone pre-certification or pre-authorization from you or your physician.

## Hospital Bills/Insurance/Community Pharmacy

You will receive statements after your insurance processes. Regional West representatives will work with you to set up a payment plan or arrange for payment in full. If you experience difficulty in making payments for your health care services, financial liaisons can determine if you are eligible for outside assistance programs or if you qualify for financial assistance. Information you provide is private and confidential.

### Community Pharmacy

The Community Pharmacy at Regional West is located in the lobby of the South Plaza, 3911 Ave. B, Ste. M-200, Scottsbluff, NE 69361. The Community Pharmacy Hours are: Monday through Friday, 9 a.m.-6 p.m. Saturday, 9 a.m.-2 p.m. Sunday, 11 a.m.-3 p.m. Closed on holidays. They offer a drive-up window for your convenience and most third party insurance is accepted as well as Nebraska and Wyoming Medicaid.

Please call 308.630.1900 and remain on the line for the following options:

- Press “1” if you know your prescription number and are calling for a refill.
- Press “2” for doctors calling to authorize prescriptions.
- Press “3” for hours and locations.
- Press “0” to reach a Community Pharmacy staff member.

### My Regional West

My Regional West is the online tool that connects you with your health information and other resources from the comfort and privacy of your own home, day or night.

Using My Regional West, you can:

- View a health summary of your recent visit
- View your lab or test results
- Request prescription refills and renewals
- Request appointment times or changes to your upcoming appointment
- Update your medication list and pharmacy
- Keep track of immunizations, allergies, and medical history
- Link family members to keep track of their records
- Receive reminders for upcoming events, such as flu clinics

My Regional West uses a secure database to protect the privacy and confidentiality of your personal health care information. Only you – or an authorized family member – can access your information and securely email your provider’s office. Visit [www.myregionalwest.com](http://www.myregionalwest.com) to sign up.

## Medication/Going Home

### Medications

While you are a patient in the hospital (status of inpatient) you will be receiving medications as a part of your therapy. These medications are covered by insurance plans and Medicare.

Many patients bring their medications or a list of their medications and dosages with them upon hospital admission so that the physician can verify the medications and doses. Following review of the medications we recommend that the medications be sent home with a family member or friend. If this is not possible, the hospital will store them safely until you are discharged from the hospital. This practice helps eliminate the possibility that you receive extra doses, receive medications which might interact with each other, or receive medications of which your physician is unaware.

If you are admitted under the status of observation or as an outpatient and are covered by Medicare, you will be financially responsible for all medications administered to you during your stay. Medicare does not cover medications for these admissions. It is Regional West Medical Center policy not to allow patients to administer their own medications brought from home.

## Medication/Going Home

If you wish to have your prescriptions filled upon discharge from the hospital, you may either have your nurse call your prescriptions in or you may bring them to Community Pharmacy at Regional West. The Community Pharmacy is the outpatient retail pharmacy located in Medical Plaza South and can be reached by calling 308.630.1900. Community Pharmacy hours are Monday through Friday 9 a.m. to 6p.m., Saturday 9 a.m. to 2 p.m., and Sunday 11 a.m. to 3 p.m. A current copy of your prescription insurance card is required before prescriptions can be filled. Most third-party prescription plans are accepted. The Community Pharmacy also has a convenient drive-up window where you may pick up and/or drop off your prescriptions. Take-home prescriptions cannot be charged to your hospital bill and will require payment at the time they are picked up.

At discharge from the hospital you may be given a list of recommended medications to take at home. You should compare this list with what you have normally been taking at home to ensure that no duplicates are present. If you have ANY questions about the medications on the list or those you take at home, please ask while you are a patient or contact your care provider for clarification. Share this list with the provider(s) who will be providing your follow-up care. Remember to update this list with your care providers when you add or stop taking a medication.

### NESIIS

Any vaccines received while you are in the hospital, can be sent to the Nebraska State Immunization Information System (NESIIS). NESIIS is a secure, web-based system that allows health care providers to keep track of immunizations. If you move within the state or change healthcare providers, your immunizations can be easily accessed by your new health care provider. You can also access your immunization history on the NESIIS website. NESIIS uses data encryption for all data going to and from NESIIS and is compliant with Health Insurance Portability and Accountability Act of 1996 (HIPAA) standards.

### Discharge Planning

The social work staff at Regional West Medical Center can help ease your transition to post-hospital care through careful planning and assessment. At any time, you (or your representative) can request a discharge planning evaluation and a member of our social work staff will be happy to meet with you. You can access our social work staff by voicing your request to your bedside nurse or calling Ext. 1329 from your hospital room telephone. If you are calling from outside the hospital, please call 308.630.1329.

### Home Care/Hospice

Regional West Medical Center offers a choice of agencies for home health and hospice services to all qualifying persons. Home health agencies throughout the region offer the following services: skilled nursing/observation/ assessment and teaching; bath assistance; physical, occupational, and speech therapy; IV (infusion) therapy; wound care; maternal/child care; psychiatric nursing; and private duty services. Hospice care is for patients with a limited life expectancy of six months or less including those with terminal or advanced illnesses. Hospice services focus on providing comfort and support to patients and families at end of life. Home care or hospice services may be covered by your insurance, Medicare, or Medicaid. Talk with your discharge planner before leaving the hospital about how home health or hospice agencies can assist you. A social worker and/or a patient care representative will manage coordination for referrals to the home health agency or hospice selected by the patient or his/her legally authorized representative.

### Patient Satisfaction Survey

After you return home, you may receive a phone call from our patient satisfaction survey company, HealthStream Research. Please consider giving them five minutes to answer questions about your hospital stay or outpatient service at Regional West Medical Center. We strive to provide the best care and service possible and your input helps us to do so.



# Patient Bill of Rights

## Patient Bill of Rights

As a patient at Regional West Medical Center, you have the right to:

- Nondiscriminatory access to care in a safe and secure environment within the hospital's capability, mission, and applicable laws and regulations. This environment supports the positive self-image of patients and preserves your human dignity.
- Storage space that will be provided for your personal clothing and other items and for displaying cards, flowers, etc., unless this infringes on other's rights or they are not allowed for medical or therapeutic reasons. You are responsible for any valuables you elect to have with you, so we encourage you to leave valuable items at home.
- Be an active, informed decision-maker regarding all aspects of your plan of care, and with your permission, have your family or someone who represents you participate in care decisions when appropriate. Decisions are based on your care, service and treatment needs in accordance with hospital policy and scope of services and not on your source of payment for this hospitalization.
- Consent to or refuse any care, treatment, or service (unless mandated by state law) and to be informed of the medical consequences of your decisions. You should be informed of the risks, benefits, side effects, alternatives, and likelihood of achieving your care and treatment goals. You should also be informed about the outcomes of care and treatments that have been provided, including unanticipated outcomes, so you can participate in current and future decisions about your care. If you are unable to make decisions about consenting to or refusing any care, treatment, or service, a surrogate decision-maker will be identified according to applicable laws, hospital policy, and existing Advance Directive (Living Will, Durable Power of Attorney for Health Care, or other document).
- Have access to visitors, mail, and telephone services appropriate to your care needs. Any communication restrictions will be fully explained to you and your family and these restrictions will be determined with your participation. The hospital may restrict your visitors, mail, telephone calls, or other forms of communication for therapeutic effectiveness or safety. Requests for access and space for private telephone conversations that are not immediately available to you in your care setting will be accommodated according to your care needs.
- Participate in decisions regarding transfer to another unit or facility. Your right to treatment or service is respected and supported.
- Be free from all forms of abuse and harassment.
- Have your own doctor and family member/ representative notified promptly of your admission to the hospital as requested.
- The patient has the right to access information contained in his/her clinical records within a reasonable time frame.
- All patients have the right to be free from mental or physical abuse and corporal punishment. All patients have the right to be free from restraint or seclusion, of any form, imposed as means of coercion, discipline, convenience or retaliation by staff. Restraint or seclusion may only be imposed to ensure the immediate physical safety of the patient, staff member, others and must be discontinued at the earliest possible time.
- The patient has the right to visitors: this includes consent to receive visitors he/she has designated either orally or in writing, including but not limited to, a spouse, a domestic partner (Including a same-sex domestic partner) another family member, or a friend. The patient also has the right to enjoy full and equal visitation privileges consistent with their preferences as long the following are not in place: infection control issues, interference with the care of other patients, existence of court order restricting contact, need for rest or privacy of the patient's roommate, undergoing care interventions, and if there are visitors that engage in disruptive, threatening or violent behaviors. The patient has the right to decline visitation at any time per their wishes.
- Considerate and respectful care that recognizes your personal values, beliefs, and preferences.
- Know the professional status of the individuals prescribing and providing your care, including the name of the physician or other practitioner primarily responsible for your care and all other physicians/practitioners who will provide the care, treatment, or service. Request a consultation with a specialist or a second medical opinion at your expense.

## Patient Bill of Rights Continued

- Formulate an Advance Directive to facilitate health care decisions and to have it honored within the limits of the law and this hospital's mission and philosophy. You also have the right to modify or revoke your Advance Directive at any time. The existence or lack of an Advance Directive does not determine your access to care, treatment, or services. At your request, you can receive assistance from the hospital to formulate an Advance Directive at your request.
- Be involved in ethical considerations or dilemmas that may arise during your care including conflict resolution, withholding resuscitative services, or foregoing or withdrawal of life-sustaining treatment. You or someone who represents you and your wishes may personally access the hospital's Bioethics Committee or Guest Relations Department for consultation and support when appropriate.
- Expect and receive consideration for privacy and confidentiality concerning medical care, communication, and information related to your health care. You have the right to know any limitations on the confidentiality of information learned from or about you. You have the right to access, request amendment to, and receive an accounting of disclosures of your health information as permitted under applicable laws.
- Be informed of the hospital policies, rules, and regulations that apply to your conduct as a patient.
- Agree or refuse to participate in clinical training programs, investigational programs, or research treatments, and to periodically review that decision. Refusal to participate or discontinuing participation will not compromise your access to care, treatment, or services.
- Present a recommendation, change, or complaint to the hospital or state authorities and receive a timely response without being subjected to coercion, discrimination, reprisal, or unreasonable interruption of care, treatment, or service.
- Receive information that you understand. You will be given the opportunity to preview written information, ask questions to your satisfaction, and indicate your understanding of the information. You may request audio, visual, and translation services or other aids to enhance communication.
- Education about your health status, pain control, health care options, and consequences of selected options to assist in your decision-making, involvement in continued care, and promotion of a healthy lifestyle.
- Receive pain management in the safest way possible, including initial assessments and education.
- Express spiritual beliefs and cultural practices that do not harm others or interfere with the planned course of medical therapy. For many patients, pastoral care and other spiritual services are an integral part of health care and daily life. Regional West provides pastoral care and other spiritual services for patients who request them.
- Receive continuity of care and information on options for care when the hospital is no longer appropriate.
- Participate or decline in the donation of organs and other tissues.
- To request information about the hospital's billing practices and to request an itemized bill for services provided during your hospital stay.
- Access protective services as needed (guardianship and advocacy services, conservatorship, or child or adult protective services).
- Involve family or someone who represents you and your wishes (surrogate decision-maker) in every aspect of care at the end of life as appropriate and within applicable laws and regulations. The hospital uses a formal process to support this involvement through Guest Relations and/or the Bioethics Committee. Policies and procedures guide clinicians in the appropriate format for medical record entries.
- Be involved in the decision and consent for recording and filming of care, treatment, and services for internal organizational and external purposes, which include the circumstances of the use of the recording or film. You have the right to rescind consent or use, up until a reasonable time before use, or the right to request filming or recording be stopped.
- Notify management if you have a concern about your care. Please see the Condition Help booklet and fact sheet located in the Patient Information Guide.

# Patient Bill of Rights Continued

## Patient Responsibilities

The safety of health care delivery is enhanced when patients are partners in the health care process. Hospitals are entitled to reasonable and responsible behavior on the part of the patients. As a patient at Regional West Medical Center and our partner in the safe delivery of care, you are responsible for:

- Participating actively in your health care and asking questions of physicians and hospital staff when any aspect of your care is not clear to you.
- Giving the health care provider accurate and complete information about medical history and other matters related to your health (present complaints, past illnesses, hospitalizations, medications, and any risks you perceive in your care).
- Following instructions about the care, treatment, and service plan developed. Please express any concerns you might have about your ability to follow the proposed plan of care based on your specific needs or limitations. When possible, adaptations will be made in the plan of care to better meet your needs or limitations. You will be informed of the expected outcomes as well as the consequences of the care, treatment, and service alternatives.
- Accepting outcomes and consequences if you do not follow the care, treatment, and service plan.
- Communicating your wishes, expectations, and treatment goals to physicians and hospital staff formally through Advance Directives or informally through spoken communication.
- Discussing pain relief and management options and expectations with your doctor or nurse, being involved in developing a pain management plan, and requesting pain relief when pain first begins. You will be asked to assist the doctor or nurse in pain measurement and notify them if your pain is not relieved.
- Observing hospital rules and policies and the rights of other patients and hospital staff.
- Considering and respecting the hospital staff and property.
- Considering and respecting other patients and ensuring that your visitors are considerate; particularly with regard to noise, number of visitors, and observance of visiting hours. The use of telephone, television, radio, and lights must be in a manner that is not disturbing to roommates or other patients. You and your family are expected to be considerate of property belonging to both the hospital and that of other patients.
- Maintaining the treatment plans prescribed by the health care provider and keeping the physician notified of any changes in health status.
- Provide information needed for insurance processing, reviewing credit options when needed and asking questions about any part of your bill you do not understand.

## SPEAK UP

- Speak up if you have questions or concerns, and if you don't understand, ask again. It's your body, and you have a right to know.
- Pay attention to the care you are receiving. Make sure you're getting the right treatments and medicines by the right health care professionals. Don't assume anything.
- Educate yourself about your diagnosis, tests and your treatment plan.
- Ask a trusted family member or friend to be your advocate.
- Know what medicines you take and why. Medication 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 inspected.
- Participate in all decisions about your treatment. You are the center of the health care team.

# Condition Help/Fall Prevention/Smoking Cessation

## Condition Help

At Regional West Medical Center we want you to feel involved in your loved one's care. Condition Help is a tool to be taken seriously by families and loved ones. It was created for families to use in case of emergency, when unable to get the attention of a health care provider.

Condition Help is activated by a family or loved one when...

- They have spoken to the nurse or physician and still feel their concerns have not been addressed.
- There is a noticeable, clinical change in the patient and the health care team is either not present or responding.
- There is a breakdown in how care is being managed or confusion about the plan of care.

To activate Condition Help in an emergency, please dial Ext. 1333 on any hospital phone. You will be asked for your name and your current room number.

Please do not use Condition Help for concerns about housekeeping, TV, food service or other services not directly related to the safety of the patient. Contact your attending nurse to address these concerns.

## Falls Prevention

Your current medical condition may cause you, the patient, or your family member to be at risk for a fall. This fall risk may be present for a short period of time or even longer, after you go home following a medical procedure or hospitalization.

The following risk factors have been identified that place you at a higher risk than normal for falling:

- Confusion, dementia or delirium
- Special elimination needs (frequency, urgency, constipation)
- Dizziness or vertigo
- Central nervous system depressant medication
- Gait and mobility difficulty
- Male gender
- Depression or mood change

*What should I do to prevent a fall during my hospital stay?* We suggest these precautions to avoid falling until your fall risk changes:

- "Call Don't Fall."
- Use your call light and remember many patients "feel fine" but then get weak and dizzy while getting up without assistance.
- Do not get up to go to the toilet without assistance
- Many medications can cause side effects such as dizziness, memory problems, and weakness. Rise slowly from the bed or chair to prevent sudden changes in blood pressure.
- Use a nightlight or overhead light to help you see a clear pathway in your room.
- Tell the nurse if you experience the sudden or unexpected need to get to the toilet quickly.
- Tell the nurse or doctor if you feel anxious, sad or if your mood changes.

## Smoking Cessation

You've heard that smoking isn't good for your health, but do you know smoking affects more than your lungs? The Surgeon General now has evidence that there are serious consequences to the health of your entire body. As a result, Regional West Medical Center advises you not to smoke.

Smoking will affect you from head to toe...

- Smoking is a major cause of strokes. Strokes are the third leading cause of death in the United States. If they do not cause death, strokes can cause disability and a decrease in quality of life.
- Smokers are more likely to have periodontitis or gum disease, cancers of the throat, larynx and esophagus. Smoking also has a negative effect on your taste buds and causes bad breath.

## Condition Help/Fall Prevention/Smoking Cessation Continued

- Smoking causes 80 to 90 percent of lung cancers, the leading cause of death from cancer. Smokers will more often experience coughing and wheezing, and have a higher risk of contracting pneumonia.
- Smoking damages the immune system, the body's defense from colds, flu and infection.

For quitting, you may ask your healthcare provider or call 1-800-QUIT-NOW for cessation support. If you still need more time and resources to help make the choice to quit, Regional West recommends the Phillip Morris book "The Quit Assist Guide." You can go to the following website and download a copy: [www.phillipmorrisusa.com](http://www.phillipmorrisusa.com).

## Pressure Ulcer Facts

### Risk Factors

Difficulty in moving your body or needing help doing so, dry skin-prone to tearing, majority of your time is spent sitting in a chair or lying in bed, struggling with bowel/bladder control, nutrition is poor, taking steroids.

### Where/how pressure ulcers form:

- Found over a bony prominence.
- Are the result of the bone compressing the blood vessels.
- Decreased flow of blood causes ischemia to the surrounding tissue.
- Tissue death is the end result.

Most common areas – heels, tail bone, hip bone, ankles, elbows, along the spine, back of head/ears.

### Prevention

The skin is the body's largest organ. It regulates temperature to help prevent infections and can often become fragile with prolonged illness. Urine and feces are very destructive to the skin, so it is very important you take steps to practice good hygiene and keep skin clean and dry but moisturized. If you struggle with mobility, dragging across a bed or chair can lead to skin tearing. So daily - moisturize your skin, eat a well-balanced diet, drink plenty of fluids, and be as active as possible. *If you are at risk, inspect your skin, change positions frequently* (every one to two hours in bed, more often while up in a chair), use pillows to protect bony parts and float your heels off your bed or while you are up in a chair by placing a pillow under your calves.

### While you are in the hospital your caregivers will be:

- Inspecting your skin for signs of ulcers or emerging ulcers.
- Keeping your skin clean, dry and moisturized.
- Reminding you routinely to reposition yourself and increase activity when possible.
- Helping you reposition in bed/chair as needed if you are unable to do so yourself.
- Padding, offloading bony areas and repositioning you with pillows.
- Floating (offloading) your heels off the bed with pillows, calf pads and heel relief boots using creams/ointments to protect your skin from urine and stool.
- Assisting you as needed from your bed/chair to the toilet.
- Providing you with a well-balanced diet and adequate fluids.
- Informing your provider if your skin begins to break down or shows signs of impending breakdown.

# Important Numbers

## Important Numbers

If you are calling from outside the hospital, dial “630” before each extension listed below.

If you are trying to call a room number, dial “630-1” followed by the room number. If you are in the Critical Care Unit please ask your nurse for explanation as to how to call. If you are on 2E please dial “630-2” followed by the room number.

Chaplain.....	1480
<i>or press “0” and have the operator page the chaplain</i>	
Condition Help.....	1333
Emporium Express .....	1100
Environmental Services .....	1939
Foundation.....	2244
Gift Shop .....	1455
Guest Relations .....	1442
Hearing Impaired TDD/TTY .....	1915
Local Hotels/Restaurants` .....	308.632.2133
<i>or log on to <a href="http://scottsbluffgering.net/info.php">scottsbluffgering.net/info.php</a></i>	
Local Calls.....	9 + local number
Long Distance .....	Dial “0”
<i>the hospital switchboard will dial an outside operator</i>	
Notary .....	Dial “0”
<i>for the house supervisor</i>	
Patient Financial Services .....	1462
Community Pharmacy .....	1900
Road Conditions .....	1 + 800.906.9069
RV Parking .....	1222
Security.....	1449
Social Services .....	1329
<i>or press “0” and have the operator page a social worker</i>	
Telecommunication Device.....	Dial “0”
<i>and ask for the nursing supervisor</i>	

## Important Numbers Continued

Joint Commission

630.792.5636

[complaint@joint.commission.org](mailto:complaint@joint.commission.org)

Office of Quality Monitoring

The Joint Commission

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Oakbrook Terrace, IL 60181

Toll-free: 800.994.6610

Medicare

[1.800.633.4227/medicare.gov](https://www.medicare.gov)

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