



**SOUTHWEST**  
*Memorial Hospital*

Where Caring and Community Come Together

# PATIENT SERVICES HANDBOOK

SOUTHWEST MEMORIAL HOSPITAL  
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[WWW.SWHEALTH.ORG](http://WWW.SWHEALTH.ORG)

## WELCOME

Welcome to Southwest Memorial Hospital. We are dedicated to providing you with the highest quality medical care and best service possible. We realize that hospitalization is usually not a pleasant experience, but we will do our best to make you as comfortable as possible while you are here.

We hope the information in this handbook will be helpful. Please do not hesitate to ask your physician, nurse, or other hospital staff member if you have questions or concerns during your stay in the hospital. We warmly welcome you as our patient and our guest, and thank you for choosing Southwest Memorial Hospital for your healthcare needs.

Sincerely,  
**Trudy Chittick, PhD, FACHE**  
Chief Executive Officer  
Southwest Health System, Inc.

## MISSION

It is the mission of the Southwest Health System to  
Provide high quality, accessible healthcare for the people  
of Montezuma County and surrounding areas.

## VISION

It is the goal of Southwest Health System to be the healthcare  
provider of choice and to enhance the quality of health for the  
people in Montezuma County and surrounding areas.

## VALUES

In carrying out the mission and vision of Southwest Health System, we  
value the quality of health, respect for individuals and their cultures, financial  
responsibility, and the act of striving to exceed the expectations of our community.

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## YOUR RIGHTS AS A PATIENT

We consider you a partner in your hospital care. Patients who are well-informed, participate in treatment decisions, and communicate openly with their physician and other health professionals, help make their care as effective as possible. In the event you are unable to exercise your own patient rights, these rights can be exercised by a parent, guardian, or substitute decision maker in accordance with Colorado law. Our hospital encourages respect for the personal preferences and values of each individual.

Every patient, upon admission, will be informed of his or her rights. Staff will review the patient rights with the patient and/or their family as part of the patient education function. In addition, every patient will be informed of the hospital's Patient Grievance Policy.

Federal law directs that any time you are admitted to any health care facility, or served by certain organizations, you must be told about Colorado's laws concerning your right to make health care decisions. This requirement applies to all adult patients, no matter what their medical condition.

- You have the right to have an advance directive, such as a living will or health care proxy. These documents express your choices about your future care or name someone to be your decision maker should you not be able to speak for yourself. The patient has the right to formulate advance directives and to have the assurance that SWMH staff and practitioners who provide care will comply with these directives.
- If you are unable to make your own decisions, Colorado law allows you, your guardian, agent under a medical power of attorney, or substitute decision maker to make your health care decisions. In the absence of an advance medical directive or guardian, Colorado law allows a person close to you to be a substitute decision maker.
- Every patient has the right to participate in the development and implementation of his or her plan of care including informed decisions, information about health status, involvement in care planning, requesting or refusing treatment, and choice of physician.
- The patient has the right to have a family member or representative of his or her choice and his or her own physician notified promptly of his or her admission to the hospital.
- The patient has the right to personal privacy.
- The patient has the right to receive care in a safe setting.
- The patient has the right to be free from all forms of abuse or harassment.
- The patient has the right to the confidentiality of his or her clinical records.
- The patient has the right to access information contained in his or her clinical records within a reasonable time frame. SWMH will not frustrate the efforts of individuals to gain access to their own medical records and will actively seek to meet these requests as quickly as possible.

- The patient has the right to be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff.
  - The patient has the right to appropriate assessment and management of pain.
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## PATIENT RESPONSIBILITIES

You, your parent, guardian, or substitute decision maker have responsibilities while you are a patient in this hospital. You are responsible for providing information about your health, including past illnesses, hospital stays, and use of medicine. You are responsible for asking questions when you do not understand information or instructions. If you believe you cannot follow through with your treatment, you are responsible for informing your physician.

This hospital works to provide care efficiently and fairly to all patients and the community. You and your visitors are responsible for following the rules and working with the hospital to arrange a payment plan, if needed.

Your health depends not just on your hospital care, but also on the decisions you make in your daily life. You are responsible for recognizing the effect of lifestyle on your personal health.

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## DURING YOUR STAY

### **Your Room**

Your room assignment is based upon your admitting diagnosis and the bed availability on the day of your admission. Private and semi-private rooms are available. Medical insurance usually does not cover the full cost of a private room. All rooms in the hospital are centrally heated and cooled. If your room temperature is not comfortable, notify the nursing staff.

### **Calling Your Nurse**

A button to call your nurse is located at your bedside. When you press the button, the nursing station is alerted that you need assistance and a light flashes above your door. A staff member will respond to the signal as quickly as possible.

### **Television**

Televisions are provided free-of-charge in each room. Please be considerate of other patients by keeping the volume low and turning the television off at bedtime.

### **Housekeeping**

The housekeeping staff will clean your room daily. If you have concerns about the cleanliness of your room, please notify the nursing staff and it will be taken care of immediately.

**Leaving the Unit**

If you want to leave the unit, please check first at the nurse's station to make sure your physician has given approval and to let the staff know where you can be reached.

**Smoking**

Southwest Memorial Hospital is a smoke-free facility. Smoking is permitted in designated areas only. Any hospital staff member can provide directions to the nearest smoking area. Patients requesting to smoke, upon written authorization by their physician, will be escorted or directed to the nearest designated smoking area.

**Valuables**

Patients are asked not to bring items of value to the hospital. If you must bring a valuable item, the item will be recorded and sealed in an envelope/pouch by a hospital staff member. A receipt will be placed in your medical chart, and your valuables will be locked up in the safe. The hospital does not accept responsibility for items of value unless they are deposited in the safe. If you lose something, please notify your nurse immediately, and we will make every effort to help you in locating it. Unclaimed articles are turned into the Maintenance Department, where they are kept for up to 30 days.

**Spiritual Needs**

If you would like to have a representative from the religious denomination of your choice visit, please notify your nurse or social services worker and arrangements will be made.

**Ethics Committee**

The hospital Ethics Committee is available for consultation and discussion of health care issues. The committee serves in a consultative or advisory capacity regarding specific cases and in a consensus developing role. This multi-disciplinary committee (comprised of doctors, nurses, social services, clergy, and community members) provides a broad range of perspectives for consideration in order to assist in resolution of issues. To obtain more information, or to access the Ethics Committee, please inform your nurse or social services worker.

**Electrical Devices/Appliance Use**

For your protection, household electrical appliances and other electrical devices are prohibited in patient care areas unless inspected and approved by Southwest Memorial Hospital's BioMed Department.

**Oxygen**

Special regulations are in effect in areas where patients are receiving oxygen. Electrically operated equipment, oil-based products, or aerosol products are not permitted in any room where oxygen is in use, or on standby.

**Fire Drills**

For your protection, the hospital conducts monthly fire drills. If a drill occurs while you are here, please remain in your room and do not be alarmed. The hospital is a fire-resistant building, and all staff are trained to protect you from fire.

## **Food and Nutrition**

Wholesome, well-balanced meals are an important part of your treatment and recovery. Our dietary department makes every effort to provide nutritious, appetizing meals that are prepared according to your doctor's orders and that meet the American Heart Association Guidelines for Healthy Americans. In some instances, the diet ordered by your physician may be specialized to aid in your recovery. This would include diets controlled in sodium, fat, or calories. If your physician wishes you to follow a special diet at home, our Registered Dietician will be notified and will visit your room to provide instructions.

### **Meal services are as follows:**

Breakfast: 7:00 am    Lunch: 11:45 am    Dinner: 5:00 pm

Parents or caregivers staying with children receive a meal tray at no charge. Guest trays are available for \$3. The charge cannot be added to your room charge and will be collected when your guest tray is delivered. Please notify the Diet Clerk or your nurse at least one hour before meal time if you wish to order a guest tray.

### **For guests of the cafeteria, hours are:**

#### **Monday through Friday**

Breakfast: 6:30 am - 9:00 am

Lunch: 11:00 am - 1:30 pm

Grill is open until 4:00 pm

#### **Saturday and Sunday**

Breakfast: 8:00 am - 10:30am

Grill is open 11:00am - 1:30pm

Coffee and iced tea are complimentary and available 24-hours a day in the cafeteria.

# PATIENT'S PAIN BILL OF RIGHTS

## **Our Commitment**

Pain management is an important part of your care. Each person has their own pain management needs. By working together we can be sure to provide the most effective pain control to suite your needs.

## **As a patient at this hospital, you can expect:**

- Information about pain and pain relief measures;
- A concerned staff committed to pain prevention and management;
- Health professionals who respond quickly to reports of pain;
- Health professionals who believe your reports and pain; and
- State-of-the-art pain management.

## **As a patient at this hospital, we expect that you will:**

- Ask your doctor or nurse what to expect regarding pain and pain management;
- Discuss pain relief options with your doctor and nurse;
- Work with your doctor and nurse to develop a pain management plan;
- Ask for pain relief when pain first begins;
- Help your doctor and nurse assess your pain;
- Tell your doctor or nurse if your pain is not relieved; and
- Tell your doctor and nurse about any worries you have about taking pain medication.

## **What is Pain?**

Pain is an uncomfortable feeling that tells you something may be wrong in your body and is a part of the healing process. Pain is your body's way of sending a warning to your brain.

## **Why Manage Pain?**

- It promotes healing.
- It speed recovery.
- With less pain, you can increase your activity and strength.
- It increases comfort.
- It allows you to participate in your care and visit with family and friends.

## **How Can Pain Be Managed?**

- Liquid or pills by mouth
- Adhesive skin patches
- Injection into arm or leg
- Injection into vein
- By rectal suppository

## **How Can You Help?**

Discuss your pain control plan with your doctor and nurses and tell them what has worked or not worked in the past. Explain the type of pain you have (dull, sharp, cramp, on and off, constant). Explain how the pain effects you. We will provide education about pain throughout your care and encourage your questions.

Keeping your pain under control is an important part of your well-being. It can help you with eating, sleeping, and moving around better. Pain control can also make time with your friends and family more enjoyable. If you have had surgery, managing pain can assist in speeding up your recovery. In order to help you with your pain management, we ask that you pay attention to your level of pain and use a pain scale to report your pain.

0 1 2 3 4 5 6 7 8 9 10  
No Pain Unbearable

Please ask for your pain medication before your pain becomes severe. You should **NOT** wait until the pain is severe before you request relief. THE NURSES HAVE BEEN INSTRUCTED TO GIVE YOU PAIN MEDICATION AS SOON AS POSSIBLE AFTER YOUR REQUEST. If you have not received your medication within a reasonable period of time, please remind the nurse. If your pain is not reduced to what you feel is an acceptable level, please inform your nurse or physician. Pain medications, when given under supervision, are safe and effective. Even strong pain medications are rarely addictive when given appropriately. Side effects, like drowsiness or nausea, may occur but can be effectively treated so that pain relief can continue.

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## COMMITTED TO YOUR SAFETY

Patient safety is a high priority at Southwest Memorial Hospital. Our caregivers understand that being in the hospital can be a stressful experience. Our goal is to make you feel safe and secure during your stay. We encourage you to take an active role in your healthcare. Here are some ways you can help:

***It is very important for us to know . . .***

- All prescribed medications you take.
- All over-the-counter medications you take.
- Any alternative, natural, or herbal products you take.
- Any diet aides, or nutritional supplements you take.
- Any medication you take prescribed for someone else.
- Any medication you take purchased outside the U.S.
- Any allergic reaction you may have had to a medication or food.
- Food and beverages you consume on a regular basis.
- Any other medical condition for which you are seeing a doctor.
- If you would like anyone to stay with you during your hospitalization.
- If you would like us to contact anyone to inform them of your hospital admission.
- With whom we should share your medical information.
- If you experience pain or discomfort at any time.
- Tell us if you have an existing directive to physicians, living will, medical power of attorney or out-of-hospital do-not-resuscitate form.

***Before you accept any new medication, ask . . .***

- What is the name of the medication? Does it have any other (generic) names?

- What is this medication for?
- Do you have any information I can read about this medication?
- How often will I take the medication?
- Does this medication replace any medication I am already taking?
- What are the most common side effects?
- Is it safe to take those medications together?
- Should this medication make me feel different? How?
- How long will I be on this medication?

If you have concerns that your doctor or nurse cannot answer, you may speak with a clinical pharmacist about your medication.

***Before any test, procedure, or surgery, ask . . .***

- Why do I need this test, procedure or surgery?
- How long will this test, procedure or surgery take?
- What are the risks associated with this test, procedure or surgery?
- What will happen if I do not have this test, procedure or surgery?
- How will I benefit from having this test, procedure or surgery?
- Is there any other way to get the information or treat this disease besides this test, procedure or surgery?
- How should I feel after the test, procedure or surgery? Will I have pain? For how long? How will my pain be controlled?
- Who will speak with my family after the test, procedure or surgery? Where will that be?

***Before we use any equipment, ask . . .***

- What is the equipment?
- What is the equipment used for?
- How does the equipment work?
- What do I do if the alarm on the equipment rings?
- What happens if the equipment becomes unplugged?
- What happens if I sleep with the equipment off?

***You can expect that . . .***

- Your caregivers to answer all of your questions to your satisfaction.
- Your caregiver to check your armband and verify your identify before giving you any medications or treatments.
- Your caregivers to explain how you should feel after the test, procedure or surgery.
- Your caregivers to inform you if you will have pain, for how long, and how it can be controlled.
- Your caregivers to reassess your pain management needs.
- Your caregivers to clean their hands before starting any treatments or procedures.
- Your caregivers to address you with respect.
- Your caregiver to protect your privacy by closing the door or pulling the privacy screen before starting any treatment or procedure.
- Your caregiver to wear an ID badge.
- Your surgical site to be verified and marked.

***Before you go home . . .***

- Understand all your discharge instructions.
  - Review how you should feel when you go home, what signs and symptoms are not normal and when you need to call a doctor.
  - Review all prescriptions with your caregiver and make sure you can read the prescription, understand how and when it should be taken and possible side effects.
  - Review all follow-up appointments and ask if they have already been made or if you must call the physician to make an appointment.
  - Review all home health arrangements. Ask if the home health arrangements have been made, or if you need to call anyone.
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## PREVENTING MEDICATION ERRORS

Medication mistakes happen every day—at the doctor’s office, hospital, even at home. Some mistakes are more serious than others, but all medication mistakes can be prevented. Here are some basic things you can do to help prevent a medication mistake from happening to you or your loved ones.

***At the doctor’s office and pharmacy***

- Share with your doctor a list of your current medicines, vitamins, herbs and supplements. A medications card is available at the Registration Department at Southwest Memorial Hospital.
- Whenever you get a new medicine, remind your doctor about allergies you have, or negative reactions you have had to other medicines.
- If you are taking a lot of medicines, ask your doctor if it is safe to take those medicines together. Do the same thing with vitamins, herbs and other supplements.
- Understand that more medications may not always be better for you. Ask your doctor how a new medication will help.
- Make sure you can read the handwriting on prescriptions. If you can’t read it, the pharmacist may not be able to either. You can ask to have the prescription printed.
- Read the label on your prescription medicine. Make sure it has your name on it and the correct medicine name. Some medicines have similar names that can be confused.
- If your not sure whether you are supposed to swallow or chew your medicine, ask your doctor or pharmacist. Also, ask your doctor or pharmacist whether you can cut or crush a medicine.
- Ask your doctor or pharmacist if it’s safe to drink alcohol with your medicine.
- Take your medicine as it is prescribed and do not stop taking it without asking your doctor.
- Whenever you are in doubt about a medicine, ask your doctor or pharmacist about it.

***At the hospital and clinic***

- Share with your doctor a list of your current medicines, vitamins, herbs and supplements. A medications card is available in the Registration Department at Southwest Memorial Hospital.

- Make sure the doctor or nurse checks your wristband and asks your name before giving you medicine.
- Ask your doctor or nurse how a new medicine will help. Ask for written information about it, including its brand and generic names.
- Ask your doctor or nurse about the possible side effects of your medicines.
- Don't be afraid to tell the nurse or the doctor if you think you are about to get the wrong medicine.
- Know what time you normally get a medicine. If you don't get it then, tell your nurse or doctor.
- Tell your nurse or doctor if you don't feel well after receiving a medicine. If you think you are having a reaction or experiencing side effects, ask for help immediately.
- If you're not feeling well enough to ask questions about your medicines, ask a relative or friend to ask questions for you and to help make sure you get and take the right medicines.
- If you receive intravenous (IV) fluids, read the contents of the bags of IV fluids. If you're not well enough to do this, ask a relative or friend to do it.
- If you are given an IV, ask the nurse how long it should take for the liquid to run out. Tell the nurse if it seems to be dripping too fast or too slow.
- Ask for a copy of your medication administration record. This lists all of the drugs you should be taking. Check it for accuracy. If you're not well enough to do this, ask a friend or relative for help.
- Before you leave the hospital or clinic, make sure that you understand all of the instructions for the medicines you will need to keep taking, and ask any questions you may have about any of your medicines.

# THREE THINGS YOU CAN DO TO PREVENT INFECTION

Avoiding contagious diseases like the common cold, strep throat, and influenza (“the flu”) is important to everyone. Here are three easy things you can do to fight the spread of infection.

## 1. Clean your hands

- Use soap and warm water. Rub your hands vigorously for at least 15 seconds.
- Or, if your hands do not look dirty, clean them with alcohol-based hand sanitizers. Rub the sanitizer all over your hands, especially under your nails and between your fingers, until your hands are dry.
- Clean your hands before touching or eating food. Clean them after you use the bathroom, take out the trash, change a diaper, handle money, or play with a pet.
- Doctors, nurses, dentists and other health care providers come into contact with lots of bacteria and viruses. So before they treat you, ask them if they've cleaned their hands.

## 2. Cover your mouth and nose

- Many diseases are spread through sneezes and coughs. When you sneeze or cough, the germs can travel three feet or more! Controlling a cough if you are sick can help prevent the spread of infection to others.
- Use a tissue. Keep tissues handy at home, at work and in your pocket. Be sure to throw away used tissues and then clean your hands.
- If you don't have a tissue, cover your mouth and nose with the crook of your elbow or hands. If you use your hands, wash your hands right away.

## 3. Avoid close contact

- If you are sick with a fever or other symptoms of a contagious illness, stay away from other people and stay home. Call work or school and tell them you are sick.
- When you go for medical treatment, call ahead and ask if there's anything you can do to avoid infecting people in the waiting room.

These steps can help prevent the spread of infection from colds, influenza (“the flu”), and diseases like:

- Pneumonia\*
- SARS
- Tuberculosis
- Mumps, measles, and rubella\*
- Whooping cough\*
- Chicken pox\*
- Strep throat

\*Remember to get a shot to prevent this disease or infection.

# SPEAKUP

Everyone has a role in making healthcare safe — physicians, healthcare executives, nurses, and technicians. Healthcare organizations across the country are working to make health care safety a priority. You, the patient, can also play a vital role in making your care safe by becoming an active, involved and informed member of your health care team.

An Institute of Medicine (IOM) report has identified the occurrence of medical errors as a serious problem in the health care system. The IOM recommends, among other things, that a concerted effort be made to improve the public's awareness of the problem.

The "Speak Up" program, sponsored by the Joint Commission on Accreditation of Healthcare Organizations, urges patients to get involved in their care. Such efforts to increase consumer awareness and involvement are supported by the Centers for Medicare and Medicaid Services. This initiative provides simple advice on how you, as the patient, can make your care a positive experience. After all, research shows that patients who take part in decisions about their health care are more likely to have better outcomes.

- 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. Your health is too important to worry about being embarrassed if you don't understand something that your doctor, nurse or other health care professional tells you.
- Don't be afraid to ask about safety. If you're having surgery, for example, ask the doctor to mark the area that is to be operated upon, so that there's no confusion in the operating room.
- Don't be afraid to tell the nurse or the doctor if you think you are about to receive the wrong medication.
- Don't hesitate to tell the health care professional if you think he or she has confused you with another patient.
- Pay attention to the care you are receiving. Make sure you're getting the right treatments and medications by the right health care professionals.
- Don't assume anything. Tell your nurse or doctor if something doesn't seem quite right.
- Expect health care workers to introduce themselves when they enter your room and look for their identification badges. A new mother, for example, should know the person to whom she is handing her baby. If you are unsure, ask.
- Notice whether your caregivers have washed their hands. Hand washing is the most important way to prevent the spread of infections. Don't be afraid to gently remind a doctor or nurse to do this.
- Know what time of day you normally receive a medication. If it doesn't happen, bring this to the attention of your nurse or doctor.

- Make sure your nurse or doctor confirms your identity, that is, checks your wristband or asks your name, before he or she administers any medication or treatment.
- Educate yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan.
- Ask your doctor about the specialized training and experience that qualifies him or her to treat your illness (and be sure to ask the same questions of those physicians to whom he or she refers you).
- Gather information about your condition. Good sources include your doctor, your library, respected websites, and support groups.
- Write down important facts your doctor tells you, so that you can look for additional information later. And ask your doctor if he or she has any written information you can keep.
- Thoroughly read all medical forms and make sure you understand them before you sign anything. If you don't understand, ask your doctor or nurse to explain them.
- Make sure you are familiar with the operation of any equipment that is being used in your care. If you will be using oxygen at home, do not smoke or allow anyone to smoke near you while oxygen is in use.
- Ask a trusted family member or friend to be your advocate. Your advocate can ask questions that you may not think of while you are under stress. Ask this person to stay with you, even overnight, when you are hospitalized. You will be able to rest more comfortably and your advocate can help to make sure you get the right medications and treatments. Your advocate can also help remember answers to questions you have asked, and speak up for you if you cannot. Make sure this person understands your preferences for care and your wishes concerning resuscitation and life support. Review consents for treatment with your advocate before you sign them and make sure you both understand exactly what you are agreeing to. Make sure your advocate understands the type of care you will need when you get home. Your advocate should know what to look for if your condition is getting worse and whom to call for help.
- Use a hospital, clinic, surgery center, or other type of health care organization that has undergone a rigorous on-site evaluation against established, state-of-the-art quality and safety standards, such as that provided by the Joint Commission.
- Ask about the health care organization's experience in treating your type of illness. How frequently do they perform the procedure you need and what specialized care do they provide in helping patients get well?
- If you have more than one hospital or other facility to choose from, ask your doctor which one offers the best care for your condition.
- Before you leave the hospital or other facility, ask about follow-up care and make sure that you understand all of the instructions.

- Go to Quality Check at [www.jcaho.org](http://www.jcaho.org) to find out whether your hospital or other health care organization is accredited.
- Participate in all decisions about your treatment. You are the center of the health care team.
- You and your doctor should agree on exactly what will be done during each step of your care.
- Know who will be taking care of you, how long the treatment will last, and how you should feel.
- Understand that more tests or medications may not always be better. Ask your doctor what a new test or medication is likely to achieve.
- Keep copies of your medical records from previous hospitalizations and share them with your health care team. This will give them a more complete picture of your health history.
- Don't be afraid to seek a second opinion. If you are unsure about the nature of your illness and the best treatment, consult with one or two additional specialists. The more information you have about the options available to you, the more confident you will be in the decisions made.
- Ask to speak with others who have undergone the procedure you are considering. These individuals can help you prepare for the days and weeks ahead. They also can tell you what to expect and what worked best for them as they recovered.

## ADVANCE DIRECTIVES

Federal law directs that any time you are admitted to any healthcare facility, or served by certain organizations that receive Medicare and/or Medicaid money, you must be told about Colorado's laws concerning your right to make health care decisions. This requirement applies to all adult patients no matter what their medical condition.

Upon admission, you may have been given a yellow pamphlet from Hospital Shared Services of Colorado that provides information about your rights under Colorado law to accept or refuse medical treatment, including life support.

These are important personal health care decisions and they deserve careful thought. It is a good idea to talk about them with your physician, family, friends, staff members of the health care facility, and possibly a lawyer.

You have the right to have an Advance Directive, such as a living will, medical durable power of attorney or health care proxy, or no CPR directive. These documents express your choices about your future care or name someone to decide for you if you cannot speak for yourself.

If you are unable to make your own decisions, Colorado law allows your guardian or your agent "appointed" or "named" under a medical durable power of attorney to make your health care decisions. In the absence of an advance medical directive or guardian, Colorado law allows a person close to you to be a substitute decision maker (proxy) and requires the physician or the physician's designee to make reasonable efforts to contact those close to the patient for the purpose of seeking a substitute decision maker (proxy).

Please ask for the Patient Advocate if you need additional information or assistance.

# THE CARE OF YOUR CHILD IN THE HOSPITAL

Children are special people who require special care. We understand that children are not “little adults,” that each child has different needs and interests, and that no one knows those needs better than those closest to the child. Our goal is to provide the best care possible. With that in mind, we encourage and welcome your questions and participation in the care of your child.

Being in the hospital can be a scary time for you and your child. Whenever possible, we encourage you to arrange for a tour of the hospital prior to admission so that you and your child can become familiar and comfortable with the surroundings.

The following information is provided to help you understand what to expect while your child is in the hospital. By working together, we can make your child’s hospital experience less scary, and perhaps even educational.

## ***About monitoring***

Children require closer monitoring during their hospital stay, such as:

- Listening to breath sounds
- Listening to heart beat
- Taking temperature
- Checking skin for changes
- Checking muscles for changes
- Checking for any pain or discomfort
- Checking any equipment that is needed for your child’s care

Waking or repositioning your child to perform these exams may be necessary to provide quality care. Even with frequent monitoring by the hospital staff, a parent is often the first to notice a change in their child’s condition. Please do not hesitate to give us any input you may have.

## ***Children and pain***

Your child has the right to good pain management. We are committed to treating all pain. Pain can have a serious impact on your child’s quality of life. Pain can change your child’s mood, cause loss of sleep, and interfere with daily activities. Please make the nursing staff aware of any pain you notice your child having. We’ll ask where the pain is located, how bad it is, and what has helped relieve the pain so far, or in the past. If the pain medications are found to be a necessary part of your child’s care, the staff will provide you with all the information you will need to help you and your child. We will talk to you about who to call if your child’s pain is not being well controlled and about possible side effects to watch for.

## ***For the safety of your child***

- Hospital employees are required to wear picture badges at all times. We ask that your child not go anywhere with anyone who does not have a badge visible.
- Anytime your child is going to be left alone, please notify the nurse so we can closely monitor your child in your absence.
- If you have any concerns about the safety of your child while in the hospital please speak to your nurse or call extension 2200.
- A staff member will go over these instructions with you and your child in more detail upon admission.

# AN IMPORTANT MESSAGE FROM MEDICARE

## As a hospital inpatient, you have the right to:

- Receive Medicare covered services. This includes medically necessary hospital services and services you may need after you are discharged, if ordered by your doctor. You have a right to know about these services, who will pay for them, and where you can get them.
- Be involved in any decisions about your hospital stay, and know who will pay for it. Report any concerns you have about the quality of care you receive to the Quality Improvement Organization (QIO) listed at the Colorado Foundation for Medical Care. The numbers are 303-695-3300, TDD: 303-695-3314

## Your Medicare Discharge Rights

During your hospital stay, the hospital staff will be working with you to prepare for your safe discharge and arrange for services you may need after you leave the hospital. When you no longer need inpatient hospital care, your doctor or the hospital staff will inform you of your planned discharge date. If you think you are being discharged too soon you can talk to the hospital staff, your doctor and your managed care plan (if you belong to one) about your concerns.

You also have the right to an appeal, that is, a review of your case by a Quality Improvement Organization (QIO). The QIO is an outside reviewer hired by Medicare to look at your case to decide whether you are ready to leave the hospital. If you want an appeal, you must contact the QIO no later than your planned discharge date and **before** you leave the hospital. If you do this, you will not have to pay for the services you receive during the appeal (except for charges like co-pays and deductibles). If you do not appeal, but decide to stay in the hospital past your planned discharge date, you may have to pay for any services you receive after that date.

## Steps to Appeal Your Discharge

**Step 1:** You must contact the QIO no later than your planned discharge date and **before** you leave the hospital. If you do this, you will not have to pay for the services you receive during the appeal (except for charges like co-pays and deductibles). Contact information for the QIO: **Colorado Foundation for Medical Care 303-695-3300, TDD: 303-695-3314**. The name of this hospital is **Southwest Memorial Hospital, ID # 060018**. Ask the hospital if you need help contacting the QIO.

You can file a request for an appeal any day of the week. **Once you speak to someone or leave a message, your appeal has begun.**

**Step 2:** You will receive a detailed notice from the hospital or your Medicare Advantage or other Medicare managed care plan (if you belong to one) that explains the reasons they think you are ready to be discharged.

**Step 3:** The QIO will ask for your opinion. You or your representative need to be available to speak with the QIO, if requested. You or your representative may give the QIO a written statement, but you are not required to do so.

**Step 4:** The QIO will review your medical records and other important information about your case.

**Step 5:** The QIO will notify you of its decision within one day **after** it receives all necessary information. If the QIO finds that you are not ready to be discharged, Medicare will continue to cover your hospital services. If the QIO finds that you are ready to be discharged, Medicare will continue to cover your services until noon of the day **after** the QIO notifies you of its decision.

**If you miss the deadline to appeal, you have other appeal rights.** You can still ask the QIO or your plan (if you belong to one) for a review of your case. If you have Original Medicare: Call the QIO listed above. If you belong to a Medicare Advantage Plan or other Medicare managed care plan, contact your plan. If you stay in the hospital, the hospital may charge you for any services you receive **after** your planned discharge date.

**For more information, call 1-800-MEDICARE (1-800-633-4227), or TTY: 1-877-486-2048.** To speak with someone at the hospital about this notice, call the Discharge Planner at 970-565-6666.

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## ABOUT YOUR HOSPITAL BILL

We are committed to fulfilling our mission of providing the highest quality care. To ensure the success of our commitment we must be financially accountable. We take a positive and proactive approach to patient billing and collections with the objective of receiving payment for services in the most efficient, timely and customer minded manner possible. We also understand that billing and collections for health care services can be confusing.

### Your responsibilities

Please provide us with complete health insurance information at the time of registration. This includes a driver's license or photo ID, all insurance cards and authorization or referral forms. Having complete and accurate information up front helps prevent delays and inconvenience for you later.

Please understand and comply with the requirements of your health plan by knowing your benefits, obtaining proper authorizations, submitting claim or referral forms or responding to coordination of benefits inquiries.

Please bring your physician's order with diagnosis with you or make sure your doctor faxes it to the hospital. In order to prevent delays in service we **MUST** have a completed physician order with a valid diagnosis.

### The process

We will submit bills to your insurance company and will do everything possible to expedite your claim. Keep in mind that your policy is a contract between you and your insurance company and you have the final responsibility for payment of your hospital bill. We have several payment options available to assist you in paying your bills.

You will not automatically receive an itemized statement for your hospital stay. However, if you would like a copy of a detailed bill, please call Patient Financial Services.

If you have certain tests or treatments in the hospital, you may receive bills from physicians you did not see in person. These bills are for professional services rendered by these doctors in diagnosing and interpreting test results while you were a patient at the hospital. Pathologists, Radiologists, Internists, Anesthesiologists, and other specialists perform these services and are required to submit separate bills. If you have questions about these bills, contact the number provided on the statement when you receive them.

**If you have health insurance:** We will need a copy of your identification card. You will be asked to assign benefits from the insurance company directly to the hospital. If you have insurance coverage, the hospital will bill your insurance carrier after health care services are rendered. Shortly thereafter, you will be sent a summary statement as an acknowledgement that your carrier has been billed. The *Colorado Prompt Payment of Claims Statute 10-16-106.5* requires that "claims shall be paid, denied or settled within thirty calendar days after receipt." If payment is not received within thirty days, please contact your carrier to help expedite payment. You will also be asked for any deductibles, co-pays and/or outstanding balances from prior services for you and your family members at the time your service is rendered.

**If you have Medicare:** Medicare patients will not receive a bill until Medicare has paid its share to the hospital. This may take from 15 to 60 days after you leave the hospital. As soon as we hear from Medicare, we will forward a bill to you.

**If you have no insurance:** A representative from Patient Financial Services will discuss financial arrangements with you. The hospital provides financial counseling for those who are unable to make payment in full.

**Financial Assistance**

If you can not afford your medical bills, you may be eligible for financial assistance. We can assist you with an application. Your personal information will be kept confidential. Our financial assistance programs have clear guidelines to determine who qualifies for reduced charge services. The amount of financial assistance is different for each person or family, depending on your financial circumstances.

Southwest Health System, Inc. participates in the Colorado Indigent Care Program and Self Pay Discount Program to assist those uninsured or underinsured patients who meet qualifying criteria. For details about Financial Assistance please call 970-564-2143.

Questions About Your Bill?	Telephone
General	970-564-2130
Commercial Insurance/Managed Care	970-564-2105
Blue Cross	970-564-2126
Medicare	970-564-2111
Payment Arrangements	970-564-2130
Fax	970-564-2134

## GRIEVANCE PROCEDURE

At Southwest Memorial Hospital, we hope to make your hospital stay as comfortable and free from concern as possible. You can expect professional and considerate care. For that reason, we have a Patient Advocate available to assist you during your hospital stay. The Patient Advocate communicates and works closely with all departments of the hospital to help the patients and their families in every way possible.

The Patient Advocate can be reached by phone, in writing, or by notifying a staff member. During the hours when the hospital's offices are closed, you can notify the nursing supervisor on duty who will contact the Patient Advocate by the next working day.

If the Patient Advocate cannot resolve your complaint, it shall be referred to the Hospital Administrator within three working days after you receive the report from the Patient Advocate. After an investigation by the Administrator, a response will be provided to you within seven working days.

If you are dissatisfied with the response from the Administrator, you (or the Patient Advocate at your request) can refer your problem in writing to the Executive Director of the Colorado Department of Health. The hospital will provide the address of the Colorado State Board of Medical Examiners, the State Board of Dental Examiners, and the Colorado Podiatry Board upon request. These boards are prohibited from arbitrating or deciding fee disputes.

Upon receipt of a complaint, the Department of Health will, within seven days, notify you and the hospital that an investigation has been initiated. A report in writing will be made to you and the hospital as to its finding and/or recommendations within fourteen days after notification.

Presentation of a complaint does not in itself serve to compromise patient's future access to care. Be assured that Southwest Memorial Hospital encourages, and indeed welcomes, your suggestions and comments about the care you receive.

### **Contact Information**

Patient Advocate  
Southwest Memorial Hospital  
1311 North Mildred Road  
Cortez, CO 81321  
(970) 564-2077

## TELEPHONE NUMBERS

Telephones are provided in each patient room, except in the intensive care unit. Local calls may be made at any time from the room by dialing 9 and the number. Long distance calls must be placed through the hospital operator by dialing 0.

Your family and friends can call your room directly by dialing 564-2 and then your room number. For example, if you are in room 208, your direct line would be 564-2208. Cellular phones are not allowed in the Intensive Care Unit (ICU), Emergency Room, or Cardiac Rehab Department.

<b>Southwest Memorial Hospital – 970-565-6666</b>	<b>Telephone</b>
Operator	Dial 0
Patient Advocate	Ext. 2077
Dietary/Kitchen	Ext. 2270
Gift Shop	Ext. 2159
Patient Financial Services	Ext. 2130
Housekeeping	Ext. 2640

<b>Emergency – 911</b>	<b>Telephone</b>
Ambulance	970-565-2021
Cortez Police/Dispatch	970-565-8441
Montezuma County Sheriff	970-565-8452
Dolores County Sheriff	970-677-2257
Mancos Marshal's Office	970-533-1432
Towoac Police (Ute Mountain Tribe)	970-565-3706
Fire Department (non-emergency)	970-565-3157
Suicide Hotline	800-273-8255
Poison Control	800-222-1222

<b>Home Health Agencies</b>	<b>Telephone</b>
Southwest Memorial Hospital	970-564-2480
Alpine Home Health	970-565-9118
Guardian Angel	970-565-7134
Hospice of Montezuma County	970-565-4400
PASCO SW	970-564-6833
Rocky Mountain (Utah)	435-678-3266

<b>Medical Suppliers</b>	<b>Telephone</b>
Air Options	970-565-3666
A-MED	970-565-7699
American Home Patient	970-565-3204
Apria Healthcare	970-565-8910
Petersen's	970-565-4200

<b>Physical Therapy</b>	<b>Telephone</b>
SWMH Physical Therapy	970-564-2460
Johnson Physical Therapy	970-564-0311

<b>Long Term Care Facilities</b>	<b>Telephone</b>
SWMH Post Acute Care Services	970-564-2229
Aspen Gardens	970-564-8600
Golden Years	970-882-7438
Madison House	970-565-2047
Mesa View Retirement	970-564-0716
Mancos Valley Inn (Skilled Nursing)	970-533-9031
Vista Grande (Skilled Nursing)	970-564-1122
Vista Mesa	970-564-1888

<b>Senior Support Services</b>	<b>Telephone</b>
Area Agency on Aging	970-264-0501
Senior Center/Nutrition Outreach	970-565-4166
Social Security	800-772-1213
Widowed Persons Services	970-565-4400

<b>Support Groups</b>	<b>Telephone</b>
Al-Anon	970-259-2982
Alcoholics Anonymous	970-247-1706
Cancer Support Group	970- 565-8556
Co-Dependants Anonymous	970-565-9126
Diabetes Support Group	970-739-4064
Grief Group	970-565-4400
Narcotics Anonymous	970-565-4109
Panic Attack/Anxiety	970-565-3363 970-565-7132
Smoking Cessation	970-565-3056

<b>Other Community Resources</b>	<b>Telephone</b>
American Red Cross	970-882-7999
Bridge Emergency Shelter	970-565-9808
Community Connections (Disability Services)	970-565-9422
Cortez Addictions Recovery Services	970-565-4109
Dolores County Public Health	970-677-2387
Four Corners Child Advocacy Center	970-565-8155
Good Samaritan Center	970-565-6424
Heart to Heart	970-565-0979
Hospice of Montezuma County	970-565-4400
Housing Authority of Montezuma County	970-565-3831
Housing Solutions of the Southwest	970-259-1086
Methodist Thrift Shop	970-565-7369
Montezuma County Health Department	970-565-3056
Montezuma County Senior Services	970-565-4166
Partners	970-565-4926
Pinon Project	970-564-1195
Planned Parenthood	970-565-7001
RENEW (Domestic Violence/Sexual Assault)	970-565-2100
Salvation Army	970-564-4228
Social Security Administration	970-247-3128
Social Services of Dolores County	970-677-2250
Social Services of Montezuma County	970-565-3769
Southwest Center for Independence (Disability Services)	970-259-1672
Southwest Colorado Mental Health Center	970-259-2162
Sunrise Youth Shelter	970-565-9634
Towaoc Clinic (Ute Mountain Tribe)	970-565-4441
Tribal Social Services (Ute Mountain Tribe)	970-564-5307
United Search & Rescue	970-565-8441
Ute Mountain Ute Social Services	970-565-3751
Veteran's Services	970-565-7155
Victim's Assistance (Montezuma & Dolores Counties)	970-565-1147
Victim's Assistance (Ute Mountain Tribe)	970-565-3751
Women's Cancer Coalition	970-677-3623



**SOUTHWEST**  
*Memorial Hospital*

Where Caring and Community Come Together

1311 N. MILDRED ROAD  
CORTEZ, CO 81321  
970-565-6666  
[WWW.SWHEALTH.ORG](http://WWW.SWHEALTH.ORG)