

Patient Handbook



Hutchinson Regional Medical Center Cardiology Team



HUTCHINSON
REGIONAL MEDICAL CENTER
620.665.2000 • hutchregional.com

The Hutchinson Regional Healthcare System (HRHS) provides medical care to Reno County residents and the surrounding area. I am proud to be the president and CEO of an organization that is an active part of the community as the largest employer in the county with 1,350 employees.

Hutchinson Regional Medical Center (HRMC) is a locally owned and governed community hospital, whose service area includes Reno and the surrounding counties.

More than 40 years ago, a group of visionary leaders made history when they successfully combined two competing hospitals into one united entity that could serve all the healthcare needs of the area. In 1975, the merger was one of the first of its kind in the nation.

In the decades since, the hospital and its affiliate entities (Health-E-Quip, Horizons Mental Health Center, Hospice & Homecare of Reno County, & Hutchinson Regional Physician Network) have provided quality medical care to tens of thousands of our neighbors. We have worked hard to stay up-to-date with the changing requirements of providing quality healthcare. Recently, we have opened a new Emergency Department that treats more than 25,000 people a year. We opened a new state-of-the-art ICU so we can continue to offer the best in timely, quality care to the people of south-central Kansas.

What really sets HRHS apart is its people. Providing kindness and care is important to our employees because our patients are also our families, friends and neighbors. We are strong because our people—staff, physicians, volunteers and community—are strong. Kansans get the job done. This is our family caring for yours.

*Ken Johnson,
President and CEO
Hutchinson Regional Healthcare System*

1	Welcome
2	Language Service
3	Hospitalists
4	Our Commitment to Care
5	Fast Facts
8	Visitor Information
9	TV Channels
10	Rights & Responsibilities
12	Privacy & Health Information
14	Nondiscrimination Statement
16	Advanced Directives
17	Patient Safety
18	Check IDs
18	Prepare for Surgery
19	Infection Prevention
20	Speak up
21	What to Expect
23	Emergency Procedures
24	Billing Information
28	Giving Back
30	Phone Directory



Language Services

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-620-665-2000 (TTY: 1-620-663-7774).

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-620-665-2000 (TTY: 1-620-663-7774).

Lao: ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-620-665-2000 (TTY: 1-620-663-7774).

Arabic: ملحوظة: إذا كنت تتحدث انكر اللغة، فإن خدمات المساعدة اللغوية (رقم: 2000-665-620) تتوافر لك بالمجان. اتصل مقر 1-620-665-1620 واليكم الصم هاتف

French: ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-620-665-2000 (TTY: 1-620-663-7774).

Interpreters

Medical interpreters are always available at no cost to help patients, their family members and other people understand and communicate about their care. HRMC uses Stratus remote video interpretation for all interpretation needs. We have dedicated interpreter machines located throughout the facility, and anyone can request to use one. Dial 0 if you need assistance while in the hospital.

Hearing Impaired

To help people who are unable to hear telephone conversations, Hutchinson Regional Medical Center provides a Telecommunications Device for the Deaf (TDD). People with hearing impairments may make appointments, receive hospital information or ask about hospitalized relatives through TDD messages. The TDD unit also is available to hearing-impaired patients who want to place a TDD call. We also offer sign language interpreters. Dial 0 if you need assistance while in the hospital.

Hospitalists

Do hospitalists replace my primary care physician?

Hospitalists can work with your doctor—including primary care physicians and specialists. The hospitalist group and other local physicians have a good working relationship. To provide the best possible care, your medical history is provided to the hospitalist at your admission. Upon discharge, your care and updated medical records are returned to your primary care physician.

How do patients benefit from a hospitalist's care?

Hospitalists work as a team to be available to their patients 24 hours a day. The hospitalist is accessible to address you and your family's questions and concerns. Without hospitalists, patients are typically visited only once a day by their personal physician. Hospitalists are available throughout the day, and they follow up on test results quickly, discuss your case with specialists, examine your response to treatment and adjust the treatment as needed. This helps provide a smooth and speedy recovery. If you have an emergency or change in your condition, a member of the Hospitalist team always is available.

Research proves that the use of hospitalists increases the quality of care as well as reduces healthcare costs. This translates to better care for you. By taking care of you while you're in the hospital, hospitalists allow your primary care doctor to be more available for office visits.

Rapid Response Team

Rapid Response Team

During your stay, you have access to a special service called the Rapid Response Team. You can call this service at "777", and a critical-care team will check on you or your loved one and provide help before there is a life-threatening emergency.

Our Commitment to Care

Patient Satisfaction Matters to Us

Our goal is to provide the best quality care. To do so, we ask for feedback from patients like you.

During Your Stay

Please speak with your nurse or nursing supervisor if you have any questions or concerns about your care. If they are not able to resolve your issue or grievance, please contact the Patient Care Supervisor at 620.665.3545.

You also have the right to file your grievance or complaint with:

**Kansas Department of
Public Health
1000 SW Jackson St.
Topeka, KS 66612
785.296.1500**

**The Joint Commission Office of
Quality and Patient Safety
1 Renaissance Blvd.
Oakbrook Terrace, IL 60181
Email: [patientsafetyreport@
jointcommission.org](mailto:patientsafetyreport@jointcommission.org)**

After Your Stay

Once you leave our care, we will continue to seek your feedback through the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. The HCAHPS survey is a tool to measure and report patient satisfaction. It's made up of simple questions on key care topics such as:

- Doctor and nurse communication
- Medicine and discharge information
- Overall quality of the hospital environment

If you're selected to receive this brief survey, please take the time to complete it. The results will help us know what we're doing right and where we can improve.

Fast Facts

ATM

The ATM is located by the cafeteria (lower level)

Bedside Shift Report

We want you to feel comfortable and cared for throughout your stay, so at each nursing shift change— around 7:00 a.m. and 7:00 p.m.—your nurse will introduce your new nurse to you. The team will talk about your progress, medicine and tests scheduled for the day, and you can ask questions.

Coffee Bar

Location: Lobby on second floor/main level

Lodging Discounts

We partner with nearby hotels and motels to offer discounts to families of our patients. To receive the discount, tell the agent that you have a family member in the hospital. A complete listing with rates is available through the operator by dialing 0.

Gift Shop

Location: Main entrance

Hours: Monday – Friday: 9:30 a.m. to 6:00 p.m.

Saturday: 1:00 p.m. to 4:00 p.m.

The Auxiliary Gift Shop offers unique gifts and collectibles for get-well wishes or special occasions. Flowers can be delivered to patient rooms. Please note that flowers are not allowed in Intensive Care Units. For more information, call 620.665.2079 or email giftshop@hutchregional.com.

Medicines

Please do not bring any prescription or over-the-counter medicines to the hospital. All medicines you take in the hospital need to be prescribed, filled and given to you by hospital staff. Tell the hospital about any medicines you regularly take. If you still need them and they are ordered, hospital staff will give them to you.

Notary Services

Hutchinson Regional has notary services available during regular business hours. Please call 620.513.3545 for assistance.

Pastoral Care

Patients, their family members or friends can request a visit from the hospital chaplain or their own clergy. To contact the chaplain, call 620.665.2074. A chapel is located on the main floor north of the main lobby.

Smoking

You're not allowed to smoke or use electronic smoking devices anywhere in the hospital or on the hospital grounds. The hospital also does not allow patients and/or families to use any devices that create an open flame.

Patient Meals

A Food and Nutrition Services representative visits patients daily to review menu selections. Meals are served three times daily:

Breakfast: 6:15 a.m. to 8:15 a.m.

Lunch: 11:00 a.m. to 1:00 p.m.

Dinner: 5:00 p.m. to 7:00 p.m.

Please let your nurse know if you do not receive what you ordered. Food Service will be happy to provide guest trays for family members for a small fee. Please ask a Food Service representative for more information.

Cafeteria

Location: Lower level

Hours: Daily 6:15 a.m. to 3:00 p.m. and 5:00 p.m. to 7:00 p.m.

Hutchinson Regional Medical Center is dedicated to providing healthy and delicious meals. All visitors are welcome to dine in the cafeteria.

Tunnel Walking

On the lower level of the hospital, there is a well-lit and climate-controlled tunnel. Walkers are welcome from 6am-9pm.

Personal Belongings and Valuables

Patients are allowed to bring their own belongings into the facility, but patients are responsible for ensuring their belongings are secured at all times. **HRMC does not replace/pay for any personal belongings patients bring into the facility if they become lost/misplaced. HRMC recommends that patients send all of their valuables home with friends or family, if they cannot do this HRMC has a safe that patients can ask to use.**

Telephone

- Calling from inside the hospital? Dial the last four digits only.
- **Local Calls:** To make a local call from your room, dial 9 for an outside line. There is no charge for local calls.
- **Long-Distance Calls:** To make a long-distance call, dial 0 to reach the operator. All toll or long-distance calls must be made collect or with a credit card. They cannot be placed on your hospital bill.

Wireless Internet Access

Free Wi-Fi is available as a courtesy to our patients and visitors.

Vending Machines

Soft drinks and food items are available 24 hours a day in the vending area outside the cafeteria, ER/ICU Waiting Room, & Outpatient Infusion Waiting Area on the 5th Floor.

Device Charging

Patients can request a charger from Guest Relations, and we will do our best to fulfill this request. Family Members can charge their devices in our various waiting rooms at any of our charging stations.

Visitor Information

Hutchinson Regional Medical Center understands that having loved ones by your side can help with your healing and care. You have the right to choose and prioritize visitors from among family, friends, partners, personal care aides or other individuals (regardless of the person's gender or relationship to the patient). It is your right to have any visitor, unless that person's presence affects your health or the rights or safety of other patients

If you have a visitor after 9:00 p.m., please have them pick up a visitor pass at the PBX window, which is located in the Emergency Department's waiting area. Passes must be worn at all times in the hospital and returned when you leave.

Visitor Guidelines

To provide a restful and safe environment, we ask that visitors follow these guidelines:

- Do not visit if you have a cold, sore throat, fever or other illness.
- Avoid noisy, disruptive behavior to help respect the healing of all patients.
- Ask before bringing food, drinks, or other items like balloons, flowers or perfume that might trigger allergies in patient rooms.
- Wash your hands before entering a patient's room.
- Make sure all children have a supervising adult with them at all times.

Visitation guidelines are subject to change, and some departments have specific visitation rules. If you have any additional questions you can call the House Supervisor at 620.513.3545, and/or ask to see our Visitor Policy.

TV Channels

2	Weather Channel	29	TBS	54	TCM
3	KSNW (NBC)	30	TNT	55	AMC
4	KSAS (FOX)	31	FX	56	Animal Planet
5	KSCW (CW)	32	ESPN	57	BET
6	Pop	33	ESPN2	58	Comedy Central
7	Fox Business	34	Fox Midwest	59	E!
8	KPTS (PBS)	35	VH1	60	FS1
9	WGN	36	MTV	61	Bravo
10	KAKE (ABC)	37	ION	62	Travel Channel
11	OWN	38	Lifetime	63	Cartoon Network
12	KWCH (CBS)	39	HGTV	64	NBCSN
14	National Geographic	40	Food Network	65	Golf
15	KDCU/ Spanish Channel	41	A&E	66	Fox Midwest Sports
16	Spanish Channel	42	Discovery Channel	67	Hallmark Mystery Channel
18	C-SPAN 2	43	TLC	68	FX
19	C-SPAN 3	44	Spike TV	69	Investigation Discovery
20	MeTV	45	Disney	70	Catholic Church Channel
21	Explore	46	Nickelodeon	73	Hallmark
22	Cox Channel Spectrum Sports	47	Freeform	74	GSN
23	QVC	48	TV Land	76	Hospital Information Channel
24	MSNBC	49	History Channel	77	C.A.R.E. Channel
25	CNN	50	Syfy	78	Education
26	HLN	51	truTV	79	Education
27	Fox News	52	CMT	81-84	Education
28	USA	53	CNBC		

Rights and Responsibilities

Hutchinson Regional Medical Center believes most patients want to understand and actively participate in their healthcare. We respect and value your role in making decisions about your healthcare and are committed to protecting your rights as a patient. Provided is a summary of rights patients have while being treated at Hutchinson Regional Medical Center. For a full copy of the Patients' Bill of Rights, please ask any member of our staff.

As a patient of Hutchinson Regional Medical Center, you have the right to:

- Respectful care
- File a grievance and know our grievance procedure
- Complete, correct and full information about your health and your care in terms you can understand
- Participation in your care decisions, to include assistance in obtaining a consultation by another provider at patient's request and own expense
- Confidentiality
- Security
- Have a family member and/or personal representative and your own physician promptly notified when you are admitted to the hospital
- Help in completing an advance directive. If you already have an advance directive, you have the right to expect it to be followed by the physicians and hospital staff caring for you
- Be treated in the least restrictive way that preserves your safety and that of other patients and hospital staff
- Expect hospital staff to be committed to pain prevention and management
- Receive communication in a language you can understand
- Receive hospital services without discrimination based upon race, color, religion, sex, national origin or source of payment
- Consent to or refuse participation in any proposed treatment or research study without any retribution or difference in the quality of your care
- Be informed of available resources for resolving problems or questions you have about your care

- Examine your bill and receive an explanation of the charges, regardless of the source of payment for your care

As a patient of Hutchinson Regional Medical Center, you are responsible for:

- Providing correct information about your symptoms, past illnesses, hospitalizations, medications and any other pertinent information such as advance directives
- Asking questions until you fully understand your plan of care
- Participating fully in decision-making about your plan of care to include telling your physician and nurses about any obstacles you may encounter in continuing your plan of care after discharge
- Following your treatment plan
- Showing respect to other patients, physicians and hospital staff
- Choosing someone to speak for you in the event that you cannot speak for yourself
- Being fully involved in your discharge plan
- Providing information necessary to process your bill

This is Only a Summary

If you are unable to exercise the rights listed above, your legal guardian or personal representative may legally exercise the rights on your behalf. In certain circumstances, laws and regulations may authorize limitations upon your ability, or that of a guardian or conservator, to exercise any of the rights listed here.

Privacy and Health Information

You have privacy rights under federal law that protect your health information. This law sets rules and limits on who can look at and receive your health information. These rights are important for you to know. For more information, please refer to the Notice of Privacy Practices.

Who must follow this law?

- Doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other healthcare providers and their vendors
- Health insurance companies, HMOs and most employer group health plans
- Certain government programs that pay for healthcare, such as Medicare and Medicaid

What information is protected?

- Information your doctors, nurses and other healthcare providers put in your medical records
- Conversations your doctor has with nurses and others regarding your care or treatment
- Information about you in your health insurer's computer system
- Billing information about you at your clinic

What rights do you have over your health information? You have the right to:

- Ask to see and get a copy of your health records
- Request corrections made to your health information
- Receive a notice that tells you how your health information may be used and shared
- Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing
- Get a report on when and why your health information was shared for certain purposes
- File a complaint

What are the rules and limits on who can see and receive your health information?

To make sure that your health information is protected in a way that doesn't interfere with your healthcare, your information can be used and shared:

- For your treatment and care coordination
- To pay doctors and hospitals for your healthcare and help run their businesses
- With your family, relatives, friends or others you identify who are involved with your healthcare or your healthcare bills, unless you object
- To make sure doctors give good care and nursing homes are clean and safe
- To make required reports to the police, such as reporting gunshot wounds

Without your written permission, your provider cannot:

- Give your health information to your employer
- Use or share your health information for marketing or advertising purposes
- Share private notes about your mental health counseling sessions

Another law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, visit: www.samhsa.gov.

Nondiscrimination Statement

Hutchinson Regional Medical Center complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender expression.

Hutchinson Regional Medical Center:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact our Civil Rights Coordinator at **620.513.3866**.

If you believe that Hutchinson Regional Medical Center has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

Civil Rights Coordinator
1701 E. 23rd Ave.
Hutchinson, KS 67502
Phone: 620.513.3866
Fax: 620.513.3947

You can file a grievance in person, mail, fax, or email. If you need help filing a grievance, the Civil Rights Coordinator is available to help you.

You also can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

**U.S. Department of Health and Human Services
200 Independence Ave., SW Room 509F,
HHH Building Washington, DC 20201
1.800.368.1019
TDD: 800.537.7697**

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.



Advance Directives

A Simple and Smart Way to Take Charge of Your Care

One of the most important decisions you can make about your care is to fill out advance directives in case you can no longer speak for yourself. Advance directives are documents that let others know your wishes about the type of care you want.

Different states have different laws about advance directives. Check with the Admissions department or nurse if you have any questions. Advanced Directives can include:

Living Will

This set of instructions explains the type of life prolonging medical care you wish to accept or refuse if you are suffering from a terminal condition. It can include your wishes about the use or withholding of life-sustaining procedures, e.g., resuscitation (CPR) if your heart stops, a ventilator if you stop breathing, or feeding tubes or IVs if you cannot eat or drink.

Durable Power of Attorney for Healthcare Decisions

This is a legal document that names your healthcare proxy—someone who can make medical decisions for you if you're unable to do so. An official healthcare proxy can represent your wishes on emergency care but also on other medical issues like potential treatment options, blood transfusions, kidney dialysis, etc. Choose someone you trust. Discuss your medical wishes with them and make sure the person agrees to represent you in this role.

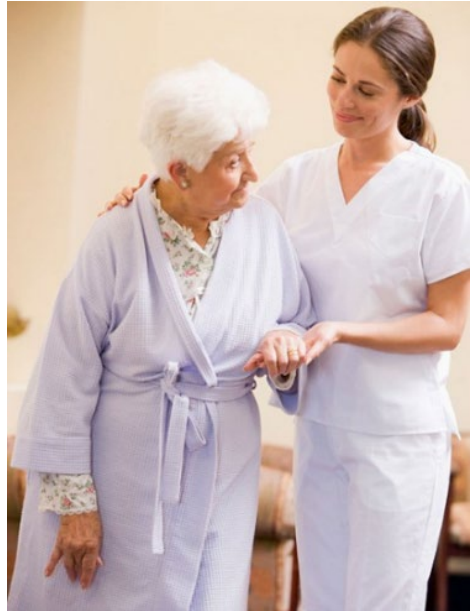
Patient Safety

HRMC's number one focus is Patient Safety. Our staff is accountable for your safety. Our patients should feel free to voice any concerns. Together we can create a safe and healing environment.

Falls

Falls are the biggest threat to your safety while in the hospital. Medication, surgery, and nutritional intake can all affect your balance and ability to move around on your own. Here are the steps you can take to decrease your chance of having a fall during your stay.

- Use the nurse call button for help getting out of bed.
- Ask for help going to the bathroom or walking around. (And use hospital handrails when they're available.)
- Wear nonslip socks or footwear.
- Keep often-used items within easy reach (glasses, remote, tissues, etc.).
- Make sure your wheelchair is locked when you get in or out of it. Never step on the footrest.
- Take extra time when changing positions. An extra 30 seconds to get your bearings and stability.
- If you cannot walk, please let staff know



Check Identification

While you are here, many people will care for you (doctors, nurses, aides), and these same people will care for many patients. To prevent errors in your care:

Ask to see the ID of everyone who comes into your room, so you know the name and job of the person caring for you. If you do not see an ID badge, contact your nurse immediately. Speak up if hospital staff does not check your identity. Anytime staff enters your room to give you medicine, transport you, or perform procedures or treatments, state your name and birth date.

This may seem repetitive at times, but it helps ensure you receive the correct care.

Prepare for Surgery

Before your procedure, make sure you and your surgical staff confirm:

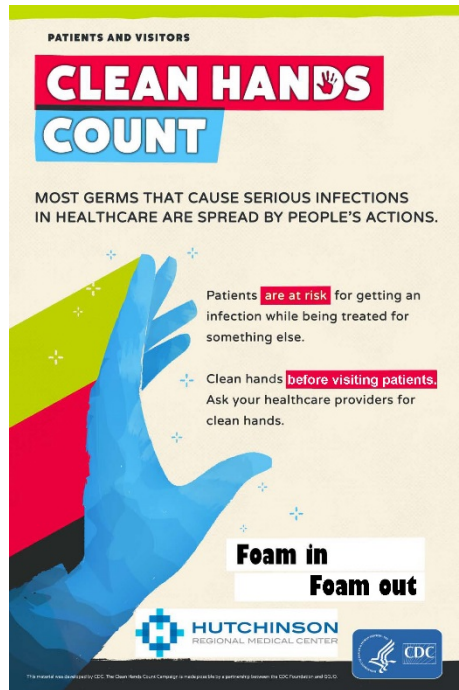
- Your name and date of birth
- The type of surgery you are having
- The body part to be operated on—in fact, hospital staff will mark the correct spot on your body. Make sure you or your support person checks that it's correct.

Take simple steps like these to help prevent medical mistakes.

Infection Prevention

With your help, we can reduce your chance of acquiring an infection during your stay at Hutchinson Regional Medical Center. Things to remember:

- For your protection, everyone should perform hand hygiene by using hand sanitizer or washing their hands when entering and leaving the room. If someone does not, ask them to before they interact with you. This includes:
 - You, the patient
 - Staff
 - Doctors
 - Family, friends, visitors
- Cover Coughs - Everyone should cover their cough to avoid the spread of germs, and help you heal.
- If you have family or friends who plan to visit but have cold or flu symptoms, ask them to postpone their visit until they are well.
- Vaccinations - Make sure you are up-to-date on your vaccinations - this includes influenza and pneumococcal. If you are not up-to-date, you may be offered these vaccinations while you are a patient.



If you have any questions or would like additional information about infection prevention, please call **620.513.3992**

Speak Up!

Speak Up is a collaborative effort between Hutchinson Regional Medical Center and The Joint Commission to encourage patients to help us prevent medical errors in the delivery of their care.

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

Pay attention to the care you are receiving. Always make sure you're getting the right treatments and medicines by the right healthcare 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. Medication errors are the most common healthcare mistakes.

Use an accredited healthcare facility, like Hutchinson Regional Medical Center, which has completed a rigorous survey to assure safety and quality.

Participate in all decisions about your treatment plan. You are the center of the healthcare team.



What to Expect

Admission Information

Registration

- The first person you will usually meet will be a member of our admissions team. They will gather some quick information to ensure we have up-to-date insurance information, address, phone numbers, and primary contact information.
 - At this time you will also be given a 4-digit PIN that will be used by your loved ones when they call in.
 - You can also decide to keep your admission private. When you do this, we will not release any information, including the fact you are admitted.
- What to expect when you get to your room.
 - A staff member will show you around your room, including:
 - Where the bathroom is.
 - How to use the call light.
 - How to use the TV controls.
 - A gown will be provided to use while you're a patient.
 - A nurse will complete an initial assessment and exam. Your nurse will also inform you about your:
 - Fall status.
 - Concerns about skin issues/breakdown.
 - Any restrictions based upon your diagnosis.

Communication Boards

Communication boards are provided in each patient room to foster strong communication between the patient and his/her caregivers. All patients and family members are encouraged to review the board daily.

The communication board should be updated daily with the following information.

- Date.
- Nurse's name.
- Nurse assistant's name.
- Today's plan.

- Your nurse should also update your pain status before a pain medication is given and within an hour of giving the medication. You are encouraged to write any questions or concerns you have on the communication board.

Care Management

A member of our Care Management team will visit with you during your stay. They are experts in helping you navigate through the discharge process, and helping you transition out of the hospital. Our Care Management team will also help you with any medical equipment needs you might have before discharge. You can reach Care Management at **620.665.2470**.

Manage Your Meds

- Learn the **W's** of at home medication.
 - **What** is the medication?
 - **Why** am I taking it?
 - **What** time do I take the medication?
 - **What** are the common side effects of the medication?
- What is the name of my medicine? Generic name?
- Why am I taking it? How will it help? When will it start working?
- What dose? How often? How long?
- What is the best time (morning, night, etc.) or way to take it (with food, with water)?
- What are possible side effects? What do I do if they happen?
- Are there any foods, drinks or activities to avoid?
- What do I do if I miss a dose?

Emergency Procedures

Severe Weather Emergencies

When civil authorities declare a tornado warning or the tornado sirens sound, the switchboard operator will announce, “Attention, please, attention, please. Be advised that Reno County is in a tornado warning.”

- Nursing staff will help patients move to interior corridors, away from the windows.
- Visitors may stay with patients.
- All others may go to the tunnel that connects Hutchinson Regional Medical Center, HRMC Annex and the Pavilion. The tunnel is located on the first floor (lower level).

When the severe weather has passed, the operator will announce: “The tornado warning for Reno County has expired.”



Fire Safety

From time to time, we conduct fire drills. If you hear an alarm, stay where you are.

In the case of an actual fire emergency, the following will occur:

- “Code Red” will be announced followed by the location of the fire.
- Doors to all rooms will be closed, even in drills.
- In the event of an actual fire, this would reduce the threat of smoke.
- Any evacuation instructions will be announced over the public address system.
- Use the stairways, not the elevators, when a Code Red is announced.

Security

If you need to speak with security or have a security concern you can use the following phone numbers, from any hospital phone.

- Emergency – 777
- Non-Emergent – 2047 or 620.665.2047

Billing Information

If you wish to make a payment in person, please visit the Patient Access representative located in the hospital’s main lobby at the front desk. This is for payments only. If you have questions or concerns about your bill, please see a Patient Account representative located in the hospital Pavilion.

The billing process discussed here is for hospital services only. Any services provided by primary care physicians, hospitalists, emergency room physicians, anesthesiologists, pathologists, radiologists or other physician specialists will be billed separately. If you have questions about your bill, or would like to request an itemized bill. We are available to assist you.

Monday through Friday, 9:00 a.m. – 4:00 p.m.
1701 East 23rd • Hutchinson, KS 67502
Phone: 620.665.2024

Registration Process

At the time of registration, we will ask for all information required to bill your insurance carrier(s). This includes copies of your insurance identification card and photo I.D. We require this identification even if you have previously been to our facility, as it will ensure we have your most current information.

If you do not have your insurance card(s) and we are unable to verify your coverage, you will be financially responsible for all services received. Insurance information must be provided no later than five days after discharge.

Understanding Your Hospital Bill

The hospital will submit bills to your insurance company on your behalf. We will do everything possible to expedite your claim, but please remember that your policy is a contract between **you and your insurance company** and you have the final responsibility for payment of your bill.

Insurance Billing

The processing of a claim usually takes 30 to 45 days after the claim has been discharged, coded and filed with your insurance company. After receipt of any insurance payment, we will bill your secondary insurance, if applicable. After receipt of insurance payment, a statement will be sent to you requesting payment for the remaining balance. Your insurance carrier will send you an "Explanation of Benefits" notice providing the amount it has paid, any non-covered or denied amounts and the remaining balance you owe. Please review these carefully. Should you have questions or concerns please contact your insurance carrier or our Patient Financial office at 620.665.2024. If you do not agree with the payment, you may have the right to appeal and be asked to assist us with insurance discussions.

Payment Plans and Alternate Funding

You may set up a payment plan with the hospital based on payment guidelines. If you are unable to pay for your services, a Financial Counselor will work with you to determine whether you are eligible for coverage through any alternative financing or state program. Our Financial Counselor will also assist you with the application process.



Financial Assistance Program

Hutchinson Regional Medical Center offers financial assistance (charity care) to our patients. The level of assistance (ranging from partial discount to 100 percent discount) is based on Federal Poverty Income Guidelines. A complete financial application is required to determine your eligibility for financial assistance. Our Financial Counselor will work with you to obtain all required information so we can determine your eligibility under this program.

If You Are Covered By Medicaid

We will need a copy of your Medicaid card. Please note that Medicaid has payment limitations on a number of services and items. If you have a spend down, you will receive a statement in the mail and be expected to pay your balance. As stated above, if you are unable to pay your bill, a Financial Counselor will be happy to discuss other options with you.



If You Are Covered By Medicare

We will need a copy of your Medicare card to verify eligibility and process your Medicare claim. You should be aware the Medicare program specifically excludes payment for certain items and services, such as self-administered drugs in an Outpatient setting, cosmetic surgery, some oral surgery procedures, personal comfort items, and hearing evaluations. Deductibles and co-payments also are the responsibility of the patient.

Giving Back

Hutchinson Regional Medical Center is committed to providing quality healthcare regardless of the patient's ability to pay. You can help us help others by making a contribution to the Hutchinson Regional Medical Foundation. Your gift will help us enhance our services, programs and facilities to better care for our community.

Make Your Gift Today

Tax-deductible gifts can be made in the form of cash, check, credit card or stocks. You may remember Hutchinson Regional Medical Foundation in your will and through life insurance, among other gift options.

Donations can be made at **hutchregional.com**.

For more information, contact

Sue Wray

Director of Foundation

620.665.2419

Thank you in advance for your gift.

Want to Volunteer?

Volunteers provide support throughout the hospital and give thousands of hours each year to enhance the care of patients and their families. To learn more about volunteer opportunities or to complete an application, talk to the volunteer at the information desk or call 620.665.2032.



HUTCHINSON
REGIONAL MEDICAL FOUNDATION

Notes:

Phone Directory

Key Numbers

Main: 620.665.2000 | Gift Shop: 620.665.2079

Guest Services: 620.513.3866 | Medical Records: 620.665.2052

OTHER HOSPITAL SERVICES			
Adiministration	620.665.2001	Information Desk	620.665.2100
Care Management	620.665.2470	Notary	620.513.3545
Cashier	62.665.2094	Operator	0
Compliance	855.998.9907	Pastoral Care	0
Emergenc/ Security	Ext. 777	Patient Care Supervisor	620.665.3545
Foundation	620.665.2419	Patient Financial Services	620.665.2024
Guest Relations	620.513.3866	Privacy Officer	620.665.2496

For more information on the resources available at Hutchinson Regional Medical Center, visit www.hutchregional.com

Hutchinson Regional Medical Center Vision Statement

Become the leading wellness-focused medical center through collaberation, efficiency, and outcomes.

Core Values – iCare

Integrity
Compassion
Accountability
Respect
Excellence

We Care About Your Care

Please speak up and tell us if we can do more. In fact, after your stay, we'll be reaching out to you to find out how we did. Please be honest and take a few moments to tell us what you think. Your responses to the patients satisfaction survey will help improve our service