

# PATIENT HANDBOOK



620.665.2000

[www.hutchregional.com](http://www.hutchregional.com)



**HUTCHINSON**  
REGIONAL MEDICAL CENTER

3	Language Service
4	Hospitalists/Rapid Response Team
5	Our Commitment to Care
6	Family Medicine
7	Fast Facts
10	Visitor Information
11	Radiation Oncology
12	TV Channels
13	Rights & Responsibilities
15	Hematology & Oncology
16	Privacy & Health Information
18	Nondiscrimination Statement
20	Advance Directives
21	Patient Safety
22	Pulmonology
23	Check IDs
23	Prepare for Surgery
24	Infection Prevention
25	Speak Up
26	What to Expect
28	Emergency Procedures
29	Cardiothoracic Surgery
30	Billing Information
34	Giving Back
35	Phone Directory

## Language Services

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

**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.

**Lao:** ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-620-665-2000.

**Arabic:** تنبيه: إذا كنت تتحدث العربية ، فستوفر لك خدمات المساعدة اللغوية المجانية. اتصل على 1-620-665-2000.

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

### 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 is always available.

Research proves that the use of hospitalists increases the quality of care and 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

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 620-513-3545.

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

#### Kansas Department of Public Health

1000 SW Jackson St.  
Topeka, KS 66612  
1-800-842-0078

#### 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.



# Your Partner Through Life



**HUTCHINSON**  
PRIMARY CARE ASSOCIATES

**Walk-In Care | Accepting New Patients | On-Call 24/7**

At Hutchinson Primary Care Associates, we have thoughtfully set the stage to provide our patients with a friendly, home town, safe place to visit your doctor. We look forward to being able to provide you and your family with the best care we can. Please give us a call to learn more or schedule an appointment.

1701 E. 23rd Ave., Hutchinson, KS 67502

[www.hutchregional.com/family-medicine](http://www.hutchregional.com/family-medicine)

**620-513-4850**

## Fast Facts

### ATM

Location: 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)

Hours: Monday - Friday, 7:00 a.m. to 11:30 a.m.

### 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 Guest Services by calling 620-513-3866.

### Gift Shop

Location: Main entrance

Hours: Monday – Friday, 10:00 a.m. to 3:30 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](mailto: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. Notaries can be found in administration, care management, compliance, and with the patient care supervisor. Please call 620-513-3545 for assistance.

### **Pastoral Care**

Patients and their family members and 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**

No tobacco products or vaping is allowed on campus or in any HRHS location. 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
- Monday - Friday hours: 6:15 a.m. to 7 p.m. (hot food served from 6:15 a.m. - 8:15 a.m., 11:00 a.m. - 1:00 p.m., and 5:00 p.m. - 7:00 p.m.)
- Saturday & Sunday hours: 10:00 a.m. - 2:00 p.m. (hot food served during these hours)

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

### **Vending Machines/Micro Market**

Soft drinks and food items are available 24 hours a day in our micro market outside the Cafeteria. Vending machines available in the ER/ICU waiting room, Same-Day Surgery waiting area, and Outpatient Infusion waiting area on the fifth floor.

### **Tunnel Walking**

On the lower level of the hospital, there is a well-lit, camera monitored, and climate-controlled tunnel with artwork by local artist, Brady Scott, spanning the entire tunnel. Walkers are welcome from 6:00 a.m. - 7:00 p.m. Phone stations are available for emergency contact to PBX (Hospital Operator) or 911.

### **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 items 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**

- Calls within the hospital: Dial the last four digits only.
- To make a phone call from your room, dial 9 for an outside line.  
There is no charge for phone calls.

### **Wireless Internet Access**

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

### **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 7:00 p.m., please have them pick up a visitor pass at the PBX (Hospital Operator) window, which is located in the Emergency Department's waiting area. Passes must be worn at all times in the hospital and returned when a visitor leaves.

### 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.



**HUTCHINSON**  
UROLOGY ASSOCIATES

## Compassionate and Comprehensive Urology Care

**Amanda Moore, PA-C**  
Urology

































Hutchinson Urology Associates is dedicated to providing our patients with the most compassionate, highest-quality urology care in the region. Give us a call or visit our website to learn more or to schedule an appointment.

Doctors Park South, Suite #105 2020 N. Waldron,  
Hutchinson, KS 67502  
[www.hutchregional.com/urology](http://www.hutchregional.com/urology) | 620-513-4870

## TV Channels

	<b>2</b> Weather Channel
	<b>3</b> KSNW (NBC)
	<b>4</b> KSAS (Fox)
	<b>6</b> POP
	<b>7</b> Fox Business
	<b>8</b> KPTS (PBS)
	<b>9</b> WGN
	<b>10</b> KAKE (ABC)
	<b>11</b> OWN
	<b>12</b> KWCH (CBS)
	<b>15</b> KDCU/Spanish Channel
	<b>16</b> Telemundo/Spanish Channel
	<b>17</b> C-Span2
	<b>18</b> C-Span
	<b>19</b> C-Span3
	<b>20</b> MeTV
	<b>21</b> PBS Kansas Explore
	<b>22</b> Cox Spectrum Sports
	<b>23</b> QVC TV
	<b>24</b> MSNBC
	<b>25</b> CNN
	<b>26</b> HLN
	<b>27</b> Fox News
	<b>28</b> ESPN2
	<b>30</b> TNT
	<b>31</b> MTV
	<b>32</b> ION TV
	<b>33</b> Lifetime
	<b>34</b> HGTV
	<b>35</b> Food
	<b>36</b> Network A&E

	<b>37</b> Discovery Channel
	<b>38</b> TLC
	<b>40</b> Disney
	<b>41</b> Nickelodeon
	<b>42</b> Freeform
	<b>43</b> TV Land
	<b>44</b> History Channel
	<b>45</b> NBC
	<b>46</b> TruTV
	<b>47</b> CMT
	<b>48</b> CNBC
	<b>49</b> TLM Domestic
	<b>50</b> AMC
	<b>51</b> Animal Planet
	<b>52</b> BET
	<b>53</b> Comedy Central
	<b>54</b> E!
	<b>55</b> FS1
	<b>56</b> Bravo
	<b>57</b> Travel Channel
	<b>58</b> Cartoon Network (CN)
	<b>59</b> Game Show Network (GSN)
	<b>62</b> HRHS
	<b>64</b> Golf Channel
	<b>66</b> Fox Business Live
	<b>67</b> Hallmark Channel
	<b>68</b> Hallmark Movies Mysteries
	<b>69</b> FXX
	<b>70</b> IDTV
	<b>71</b> EWTN

## 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 your request and 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
- Consent for photography or videography for marketing purposes may be requested on an individual basis.

**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

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.

# Where Cancer & Care Come Together



**HUTCHINSON**  
HEMATOLOGY & ONCOLOGY

Dr. Sawsan Amireh  
Hematologist & Oncologist



Dr. Saul Arber  
Radiation Oncologist



**CHALMERS CANCER**  
TREATMENT CENTER



Hutchinson Chalmers Cancer Treatment Center and Hematology and Oncology provides aggressive treatment for many forms of cancer through coordination of surgery and medical intervention, including inpatient and outpatient chemotherapy, symptom management, and other medical interventions.

**620-662-1212 | 620-513-4820**

<https://www.hutchregional.com/medical-center/services/cancer-care/>



## 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 view 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

### 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 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
- 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
- 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](http://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 **620-513-3868**.

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: 620-513-3868**

**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. Advance 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 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. Take an extra 30 seconds to get your bearings and stability.
- If you cannot walk, please let staff know.



**HUTCHINSON**  
PULMONOLOGY ASSOCIATES

## You Can Breathe Easier

At Hutchinson Pulmonology Associates, we offer state-of-the-art sleep medicine, asthma and pneumonia treatment, COPD care, rehab, and more. Our doctors provide both urgent and long-term care for pulmonology patients.



Mohammed  
Al-Halawani, MD, FCCP



Thamer  
Sartawi, MD

**Call 620-513-4800 to schedule  
an appointment today**

**Hutchinson Pulmonology Associates** 1701  
East 23rd Avenue, Hutchinson, KS 67502  
[www.hutchregional.com/pulmonology](http://www.hutchregional.com/pulmonology)

## Check Identification

While you are here, many people will care for you (doctors, nurses, aids) 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.
- Any time 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 verifies that it's correct.



## 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:

- Wash and sanitize hands. Most germs that cause infections in healthcare care spread by people's actions. 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.
- Keep sick visitors away. If you have family or friends who plan to visit but have cold or flu symptoms, ask them to postpone their visit.
- Update your vaccinations. Make sure you are up-to-date on your vaccinations, including influenza and pneumococcal. If you are not, 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.

**S**peak 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.

**P**ay 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.

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

**A**sk a trusted family member or friend to be your advocate, advisor, or supporter.

**K**now what medicines you take and why you take them. Medication errors are common healthcare mistakes.

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

**P**articipate 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 clinical staff member will show you around your room, including:
    - Bathroom location
    - 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 have before discharge. You can reach Care Management at **620-665-2470**.

## Manage Your Meds

Learn the **Ws** of at-home medication.

**What** is the medication?

- What is the name of my medicine? And the generic name?
- What is the dose? How often? How long will it last?

**Why** am I taking it?

- How will it help? When will it start working?

**What** time do I take the medication?

- What is the best time (morning, night, etc.) and way to take it (with food, with water)?
- Are there any foods, drinks, or activities to avoid?
- What do I do if I miss a dose?

**What** are the common side effects of the medication?

- What are possible side effects? What do I do if they happen?

## Emergency Procedures

### Severe Weather Emergencies

When civil authorities declare a tornado warning or 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."

## Emergency Codes

Fire Alarm Report	Fire Safety Plan
Code Blue	Cardiac Arrest, Medical Emergency
Child Abduction Alert	Infant or Child Abduction
Code Black	Bomb Threat
Hazardous Material	Hazardous Material Incident
Code Strong	Criminal Behavior
Armed Intruder Alert	Active Shooter



**HUTCHINSON**  
OB-GYN ASSOCIATES

## Accepting New Patients

**Call 620.513.4780**

**Dr. Doug Moore, DO**

Gynecology, OB-GYN, Obstetrics



Hutchinson OB-GYN Associates provides comprehensive, personalized care for women through every stage of life. From prenatal services, annual check-ups, and contraception counseling

1701 E. 23rd Ave., Hutchinson, KS 67502

[www.hutchregional.com/medical-center/services/womens-care/obgyn/](http://www.hutchregional.com/medical-center/services/womens-care/obgyn/)

## 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 a Patient Accounts Representative located in the hospital Pavilion. 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. We will also ask for any copays, estimates, or coinsurances during the check-in process.

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 three 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 contributing 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 [www.hutchregional.com/donate](http://www.hutchregional.com/donate).

For more information, contact us at 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.

## Phone Directory

### Key Numbers

Main: 620-665-2000 | Gift Shop: 620-665-2079 Guest Services: 620-513-3866 | Medical Records: 620-665-2052

Administration	620-665-2001
Care Management	620-665-2470
Civil Rights Coordinator	620-513-3868
Compliance	855-998-9907
Emergency/Security	Ext. 777
Foundation	620-665-2419
Information Desk	620-665-2100
Notary	620-513-3545
Operator	0
Pastoral Care	620-665-2074
Patient Care Supervisor	620-513-3545
Patient Financial Services	620-665-2024
Privacy Officer	620-665-2496



# HUTCHINSON

REGIONAL MEDICAL CENTER

## **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 patient satisfaction survey will help improve our service.