YOUR PATIENT GUIDE

What you need to know to make your stay as comfortable as possible.
DEAR FRIENDS,

Welcome to St. Peter’s Health, an integrated health system that is here to care for you and your loved ones. Our vision is to be the gold standard for health care in Montana. We know the bar is high, but we’re backed by 1,400 caregivers who are committed to this level of excellence and are always putting your needs first.

At St. Peter’s, we believe the best health care is achieved through a partnership between you and your care team. By working together to understand your needs, we can deliver care that is tailored to your unique situation and results in the best possible outcomes for you. Your safety is our top priority, and we’re proud that we’ve earned more consecutive straight A’s for safety from a leading national patient-safety organization than any other hospital in Montana. We encourage you to ask questions so that you fully understand your treatments, tests, medications and care plans.

This is a new era for St. Peter’s Health. We’re doubling down on our 135-year commitment to the people of Montana with a renewed determination to provide the most comprehensive and compassionate care possible. Our dedicated staff and volunteers work alongside expert leaders, physicians, nurses and other caregivers who have trained at some of the best programs in the country. We have all chosen to be here at St. Peter’s to serve you. Our patients are our friends, families and neighbors, and because we are committed to a healthy Helena, we’ll never stop striving for a higher state of care.

We invite you to be part of our journey. You are our focus, and we aim to listen, understand your needs and help you stay well. Please let us know how we’re doing—both during and after your visit—and if there is anything we can do to take better care of you.

Thank you for choosing St. Peter’s Health.

Wade C. Johnson, FACHE
Chief Executive Officer
St. Peter’s Health
## IMPORTANT PHONE NUMBERS

<table>
<thead>
<tr>
<th>Service</th>
<th>Outside Calls</th>
<th>In-House</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospital Operator</td>
<td>(406) 442-2480</td>
<td>2480</td>
</tr>
<tr>
<td>Administration</td>
<td>(406) 444-2100</td>
<td>2100</td>
</tr>
<tr>
<td>Billing/Insurance Information</td>
<td>(406) 447-2783</td>
<td>2783</td>
</tr>
<tr>
<td>Ethics Consultation</td>
<td>(406) 447-2409</td>
<td>2409</td>
</tr>
<tr>
<td>Gift Shop</td>
<td>(406) 444-2165</td>
<td>2165</td>
</tr>
<tr>
<td>Housekeeping (immediate need)</td>
<td>(406) 495-6491</td>
<td>6491</td>
</tr>
<tr>
<td>Medical Records (Health Information Management)</td>
<td>(406) 444-2175</td>
<td>2175</td>
</tr>
<tr>
<td>Dining (Room Service)</td>
<td>(406) 444-2118</td>
<td>2118</td>
</tr>
<tr>
<td>Patient, Family Member and Visitor Comments</td>
<td>(406) 447-2566</td>
<td>2566</td>
</tr>
<tr>
<td>Patient Advocate</td>
<td>(406) 447-2781</td>
<td>2781</td>
</tr>
<tr>
<td>St. Peter’s Health Foundation</td>
<td>(406) 444-2370</td>
<td>2370</td>
</tr>
<tr>
<td>Security</td>
<td>(406) 447-2731</td>
<td>2731</td>
</tr>
<tr>
<td>Spiritual Care</td>
<td>(406) 495-6455</td>
<td>6455</td>
</tr>
<tr>
<td>Volunteer Services</td>
<td>(406) 447-2409</td>
<td>2409</td>
</tr>
</tbody>
</table>

TO PLACE LOCAL CALLS: Dial 9, wait for dial tone and dial the number.

## RAPID RESPONSE TEAM

The Rapid Response Team—also known as the Medical Emergency Team—is a team of clinicians who bring critical care expertise to the bedside (or wherever it is needed). The Rapid Response Team can be called either by a unit nurse or directly by the patient’s family members.

**CALL 5555 FOR AN EMERGENCY CONSULT.**
Say “Rapid Response to Room #_____.”
Must call from an in-house phone.

---

**TABLE OF CONTENTS**

- **GETTING AROUND ST. PETER’S**
- **GENERAL HOSPITAL INFORMATION**
- **FOR YOUR SAFETY**
- **VISITOR INFORMATION**
- **PATIENT BILL OF RIGHTS**
- **SPEAK UP! IT’S YOUR HEALTH**
- **YOUR HEALTH CARE TEAM**
- **MANAGING YOUR PAIN**
- **ADVANCE CARE PLANNING**
- **HAND HYGIENE**
- **PREVENTING FALLS**
- **GOING HOME**
- **PATIENT GRIEVANCE PROCESS**
- **BILLING AND FINANCIAL SERVICES**
- **PATIENT PORTAL**
- **ST. PETER’S HEALTH FOUNDATION**
- **TV CHANNELS**
Main Entrance
Open Monday–Friday
5:30 a.m. to 9 p.m.
Open weekends and holidays
8 a.m. to 5 p.m.
Visitors after hours must use
the ER entrance off Broadway.

Emergency Entrance
(ER/ICU)
Open 24 hours daily:
Access for visitors after 9 p.m.
Monday–Friday, and 5 p.m.
on weekends and holidays

East Entrance
Open Monday–Friday
6:30 a.m. to 6 p.m.
Closed weekends and holidays

Urgent Care Entrance
Open every day 9 a.m. to 8 p.m.
To reach the Pharmacy or Emergency Department, take the elevators to the Second Floor and use this map.

To reach the Cafeteria or the Main Entrance, take the elevators to the First Floor.
GENERAL HOSPITAL INFORMATION

TELEPHONE SERVICE
Telephones are provided in each room. Local and toll-free calls can be made at any time from the room by dialing 9 and the number. Your friends and family can call you in your room by dialing (406) 442-2480 and asking for you by name.

FOOD AND NUTRITION SERVICES
Our Nutrition Services staff is dedicated to providing you with enjoyable and healthy meals during your stay. Menus are created to meet the needs of each and every patient, including special or restricted dietary needs. Your nurse will provide you with a menu.

St. Peter’s Health is pleased to offer complimentary room service dining to our patients. You may choose the time you will eat, as well as healthy menu choices, by following these easy steps:

1. Select the menu items you would like.
2. Call our room service (ext. 1818) between 7 a.m. and 1:45 p.m. or between 4 and 6:30 p.m. to place your order. (Outside these hours, ask your nurse about other possible food options.)
3. Meals will be delivered within 45 minutes of your order.
4. If you have questions or need assistance, call ext. 1818 to speak with a Nutrition Services representative.

GUEST MEALS
Guests may order from our room service menu. A guest will pay cash for the meal directly to the Nutrition Services representative when the meal is delivered. Please contact your Nutrition Services representative for more information.

CAFETERIA AND COFFEE SHOP
St. Peter’s Health offers an award-winning café for our visitors and guests during the following times:

**Monday–Friday**
- General Service ______ 7 a.m. – 6 p.m.
- Breakfast ____________ 7 a.m. – 10:30 a.m.
- Lunch ______________ 11 a.m. – 1:30 p.m.
- Grill _______________ 2:30 p.m. – 6 p.m.
- Coffee Shop _________ 7 a.m. – 6 p.m.

**Weekends & Holidays**
- General Service ______ 8:30 a.m. – 5 p.m.
- Coffee Shop _________ 8:30 a.m. – 5 p.m.

We want your stay at St. Peter’s Health to be as comfortable as possible. Please let us know if you have any comments or suggestions to help us improve our services.
VENDING MACHINES
Vending machines are located in the Family Kitchens on the Second Floor and Third Floor, and next to the coffee shop on the First Floor. There are also microwaves and refrigerators for patient and family use in each of the inpatient units.

ROOM TEMPERATURE
All rooms in the hospital are centrally heated and air conditioned, and all patient rooms have individual thermostats. You may adjust this thermostat yourself. It will take approximately 30 minutes for the temperature to adjust to changes.

WIRELESS INTERNET ACCESS
Wireless internet access is available throughout the hospital on a public network called “STPGUEST.”

INTERPRETERS
Your physician or nurse will assist you in getting help if you need an interpreter.

SPEECH AND HEARING SERVICES
If you are hearing-impaired, we can provide telephone amplifiers and/or TTY phones. Your nurse will assist you in securing these services.

GIFT SHOP
St. Peter’s Health Gift Shop is open Monday through Friday, 9 a.m. to 4 p.m. The gift shop is located inside the main entrance and offers toiletries, candy, magazines and paperback books, as well as gift items like greeting cards, balloons, floral arrangements and jewelry. All proceeds benefit St. Peter’s Health Foundation.

CARINGBRIDGE: SOCIAL MEDIA FOR PATIENTS
During your stay and beyond, you might find it convenient to communicate with your family and friends on CaringBridge. CaringBridge provides free private websites that connect family and friends to you during a serious health event, care and recovery. Creating and updating a CaringBridge website is easy—you can add health updates and photos to share your story. You can also receive messages of support in the guest book. For more information, visit www.caringbridge.org.

NEWSPAPERS
Daily newspapers are available in each nursing unit, upon request.

CHAPEL
St. Peter’s Health chapel provides a quiet place for meditation and prayer, and is open to everyone. Visitors of all faiths are welcome in the chapel at any time. Refer to map on page 5.
FOR YOUR SAFETY

PRIVACY
We understand that medical information about you and your health is personal, and we are committed to protecting your medical information. Our Notice of Privacy Practices explains how we may use and disclose information, and is posted in the hospital’s admitting areas. For a copy of the notice, please ask your nurse or contact the Medical Records Department.

OXYGEN
Special regulations are in effect in areas where patients are receiving oxygen. Electrically operated equipment, open flames and aerosol products are not permitted in these areas.

WHEELCHAIRS
Wheelchairs are available throughout the hospital, but getting in and out of them without assistance may be hazardous. Please ask for assistance from hospital staff.

MEDICATIONS FROM HOME
Please provide your care team an accurate and up-to-date list of your home medications and medication allergies. This helps us modify your medications (if needed) to help you get better faster, and ensures that all of your medications are compatible, with minimized side effects. To ensure your safety, all medications you take while in the hospital are prepared and dispensed by St. Peter’s Health Pharmacy and administered by a nurse. Patients are not permitted to use their own drugs or self-administer medications (with limited exceptions).

VALUABLE ITEMS
Patients are asked to not bring items of value to the hospital. If you do bring a valuable item, it should be deposited in the safe upon admission. You will be given a written receipt for all items, which must be presented when you withdraw them. St. Peter’s Health does not accept responsibility for items of value unless they are deposited in the safe. It is your responsibility to keep track of personal items, such as hearing aids and dentures, that cannot be deposited in the safe. If you’ve lost something, please notify your nurse immediately, and we will make every effort to help you find it. Unclaimed articles are sent to Lost and Found. To inquire about lost articles, call the hospital operator at (406) 442-2480.

RESTRICTED PLANTS AND BALLOONS
Due to the risk of infection and latex allergies, the following items are not permitted in patient rooms: latex balloons, poinsettias and all potted plants.

EMERGENCY DRILLS
For your protection, the hospital conducts fire and disaster drills to prepare the staff for emergency situations. If a drill occurs during your stay, please remain in your room and do not be alarmed. Staff will advise you of any required action on your part. In case of an actual emergency, our staff has been trained to keep you safe. Please wait for instructions from our staff.
At St. Peter’s Health Regional Medical Center, visitors are welcome 24 hours a day in most areas. The Intensive Care Unit has limited visiting hours; please see below. Restrictions will be posted on the patient door, or in case of a hospital-wide restriction, at the main entrances.

Visitation may be restricted for the following reasons:

• At a patient’s request, or a legal guardian’s, if patient is underage or becomes incapacitated.
• Patient is observed to be sleeping.
• Patient is undergoing a medical procedure.
• Restrictions initiated by St. Peter’s Health senior leadership or safety officer due to a crisis or special situation.

St. Peter’s Health visitation policy is designed to protect patients’ privacy and support healing. The policy provides patients with the opportunity to rest and recover while enabling family and friends to participate in the healing process; enhances the patient’s support systems; and protects the rights of our patients, visitors and employees to a safe, secure and orderly environment. Children may not be left unattended at any time while at St. Peter’s Health Regional Medical Center. Failure to cooperate with these guidelines or hospital staff requests may result in a visitor’s removal from the property.

VISITING THE ICU

Intensive Care Unit (ICU) visiting hours are from 7 a.m. to 10 p.m., with a maximum of two visitors per room.

NO SMOKING OR USE OF OTHER TOBACCO PRODUCTS

Recognizing the proven health hazards associated with using tobacco products as well as secondhand smoke, St. Peter’s Health provides a tobacco-free and smoke-free environment for employees, visitors and patients. No one, under any circumstances, is permitted to use tobacco on St. Peter’s Health properties. Patients, visitors and employees are prohibited from using tobacco products near any entrance to the hospital, covered or uncovered, or any place outdoors on St. Peter’s Health property.
St. Peter’s Health recognizes and respects the rights of the patients we serve. Therefore, we have adopted the following Patient Bill of Rights, which we provide to all patients in advance of receiving care. Patients may appoint a representative to receive this information if desired.

THE RIGHT TO QUALITY CARE

• Care, without regard to race, creed, religion, color, sex, physical or mental disability, age, national gender, pregnancy- or childbirth-related conditions, sexual orientation, sex stereotyping, gender identity or expression, culture, language, educational or economic background, or the source of payment for care.
• Considerate and respectful care, provided in a safe environment, free from all forms of abuse/harassment.
• A reasonable response to a patient’s request for service.
• The appropriate assessment and management of pain.
• A reasonable continuity of care and information from the patient’s physician of the continued requirements following discharge from the hospital.

THE PATIENT’S RIGHT TO INFORMATION ABOUT HIS/HER CARE

• Information regarding the relationship of the patient’s hospital to other health and educational institutions insofar as his/her care is concerned.
• Information from the physician regarding diagnosis, course of treatment (including unanticipated outcomes), and prospects for recovery in terms that are understandable to the patient. Interpretation assistance for foreign language speakers will be provided.
• The name of the physician who has primary care responsibility for coordinating the patient’s care, and the names and professional relationships of other physicians and health care providers who will see the patient.
• Privacy concerning the patient’s own medical care program, and the right to be advised as to the reason for the presence of any individual involved in his/her health care.
• Information about the St. Peter’s Health rules and regulations that apply to the patient’s conduct.

THE RIGHT TO OPTIONS REGARDING CARE

• The patient’s right to give informed consent before the start of any procedure or treatment, and to participate in the development and implementation of his/her plan of care, as well as actively participate in decisions regarding his/her medical care.
• To refuse treatment to the extent permitted by law and to leave the hospital even against the advice of their physician.
• To refuse the involvement of students in a patient’s health care.
• To refuse to participate in research projects.
• The right to formulate advance directives regarding his/her health care and have hospital staff and practitioners who provide care in the hospital comply with these directives (to the extent provided by law and regulations).
THE PATIENT’S RIGHT TO INVOLVE OTHERS IN HIS/HER CARE
• The right to the prompt notification of a family member and personal physician of the patient’s admission to the medical center.
• Access to clergy and participation in spiritual/cultural affairs.
• To have all rights apply to the person who has legal responsibility to make decisions regarding medical care on behalf of the patient.

THE RIGHT TO REMAIN FREE FROM SECLUSION OR RESTRAINTS
• Restraints of any form that are not medically necessary, or used as a means of coercion, discipline, convenience or retaliation by staff will not be used.

THE RIGHT TO ACCESS MEDICAL RECORDS
• The patient has the right to access confidential records and communications, as well as information contained in his/her medical record within a reasonable timeframe.

THE RIGHT TO QUESTION A BILL
• The patient has the right to examine and question his/her bill, regardless of the source of payment.

THE RIGHT TO VOICE CONCERNS
• The patient can voice concerns regarding care received, without recrimination.
• The patient has the right to be advised of St. Peter’s Health complaint/grievance process and access to the St. Peter’s Health Ethics Committee. See page 22 for more information.
SPEAK UP!  
IT’S YOUR HEALTH

At St. Peter’s Health, it is our goal to help our patients and their advocates become more informed and involved in their health care.

Speak up if you have questions or concerns. If you still do not understand, ask again. It is your body, and you have a right to know.

• Your health is very important. Do not worry about being embarrassed if you do not understand something that your doctor, nurse or other health care professional tells you.
  If you do not understand because you speak another language, ask for someone who speaks your language.
  You have the right to get free help from someone who speaks your language.
• Do not be afraid to ask about safety. If you are having surgery, ask the doctor to mark the area that is to be operated on.
• Do not be afraid to tell the nurse or physician if you think you are about to get the wrong medicine.
• Do not be afraid to tell a health care professional if you think he or she has confused you with another patient.

Pay attention to the care you get. Always make sure you are getting the right treatments and medicines by the right health care professionals. Do not assume anything.

• Tell your nurse or physician if something does not seem right.
• Expect health care workers to introduce themselves. Look for their identification (ID) badges. A new mother should know the person she hands her baby to. If you do not know who the person is, ask for his or her ID.
• Notice whether your caregivers have washed their hands. Hand-washing is the most important way to prevent infections. Do not be afraid to remind a physician or nurse to do this.
• Know what time of the day you normally get medicine. If you do not get it, tell your nurse or physician.
• Make sure your nurse or physician checks your ID. Make sure he or she checks your wristband and asks your name before he or she gives you your medicine or treatment.

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

• Ask your physician about the special training and experience that qualifies him or her to treat your illness.
• Look for information about your condition. Good places to get that information are from your physician, your library, support groups and respected websites, like the Centers for Disease Control & Prevention (CDC) website.
• Write down important facts your physician tells you. Ask your physician if he or she has any written information you can keep.
• Read all medical forms and make sure you understand them before you sign anything. If you do not understand, ask your physician or nurse to explain them.
• Make sure you know how to work any equipment that is being used in your care. If you use oxygen at home, do not smoke or let anyone smoke near you.

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

• Your advocate can ask questions that you may not think about when you are stressed. Your advocate can also help remember answers to questions you have asked or write down information being discussed.
• Ask this person to stay with you, even overnight, when you are hospitalized. You may be able to rest better.
• Your advocate can help make sure you get the correct medicines and treatments.
• Your advocate should be someone who can communicate well and work cooperatively with medical staff for your best care.
• Make sure this person understands the kind of care you want and respects your decisions.
• Your advocate should know who your health care proxy decision-maker is; a proxy is a person you choose to sign a legal document so that he or she can make decisions about your health care when you are unable to make your own decisions. Your advocate may also be your proxy under these circumstances. They should know this ahead of time.
• Go over the consents for treatment with your advocate and health care proxy, if your proxy is available, before you sign them. Make sure you all understand exactly what you are about to agree 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. He or she should also know whom to call for help.

Know what medicines you take and why you take them.

Medicine errors are the most common health care mistakes.

• Ask about why you should take the medicine. Ask for written information about it, including its brand and generic names. Also ask about the side effects of all medicines.
• If you do not recognize a medicine, double-check that it is for you. Ask about medicines that you are to take by mouth before you swallow them. Read the contents of the bags of intravenous (IV) fluids. If you are not well enough to do this, ask your advocate 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 does not seem to be dripping correctly (too fast or too slow).
• Whenever you get a new medicine, tell your physicians and nurses about allergies you have or negative reactions you have had to other medicines.
• If you are taking a lot of medicines, be sure to ask your physician or pharmacist if it is safe to take those medicines together. Do the same thing with vitamins, herbs and over-the-counter drugs.
• If you receive a handwritten prescription from your physician, make sure you can read the handwriting. If you cannot read it, the pharmacist may not be able to either. Ask somebody at the physician’s office to print the prescription, if necessary.
• Carry an up-to-date list of the medicines you are taking in your purse or wallet. Write down how much you take and when you take it. Go over the list with your physician and other caregivers.

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

• You and your physician should agree on exactly what will be done during each step of your care.
• Know who will be taking care of you. Know how long the treatment will last.
• Understand that more tests or medications may not always be better for you.
• Ask your physician how a new test or medication will help.
• Keep copies of your medical records from previous hospital stays and share them with your health care team. This will give them better information about your health history.
• Do not be afraid to ask for a second opinion. If you are unsure about the best treatment for your illness, talk with one or two additional physicians. The more information you have about all the kinds of treatment available to you, the better you will feel about the decisions made.
• Ask your physician to recommend a support group you can join to help deal with your condition. People in these groups may help you prepare for the days and weeks ahead. They may be able to tell you what to expect and what worked best for them.
• Talk to your physician and your family about your wishes.
YOUR HEALTH CARE TEAM

Your physician has admitted you because you require specialized care and observation. Your treatment plan is coordinated with a team of health care professionals, you and your family.

MEDICAL STAFF
Your physician or a hospitalist is responsible for directing your care while you are in the hospital. The physician should be consulted if you have questions about your illness. Hospitalists are physicians who specialize in internal medicine and whose entire attention is directed toward patients while they are in the hospital. Your primary care provider may communicate with a hospitalist about your medical history, medications and any special needs while you are a patient at St. Peter’s Health.

NURSING STAFF
A team of professional registered nurses, licensed practical nurses and certified nursing assistants provides 24-hour nursing care. A director is responsible for leading and coordinating nursing care in each unit. Please feel free to contact your nurse or the department director if you have questions or concerns.

CARE MANAGERS
Care managers are a team of registered nurses and social workers who are assigned to each patient care area. They work closely with physicians to assist patients and families in dealing with problems brought on by illness. Care managers assist with post-hospital care referrals and coordinate services such as rehabilitation, home health care, hospice, nursing home placement and obtaining medical equipment. Care managers can also help you with any questions you have regarding finances, such as insurance coverage, Medicaid application, Social Security/disability information or Medicare. Palliative care is available to support patients and their families who are dealing with a serious advanced illness that is life-limiting.

THERAPISTS
Respiratory, physical and occupational therapists may visit you during your stay based on your type of illness. Nutritionists and diabetic educators are also available if you are in need of their services during your stay.

SPIRITUAL CARE
A chaplain is available to help you and your family in the areas of prayer ministry, sacraments, counseling, ethical questions and emotional support. To request a chaplain, ask your nurse or call the hospital operator by dialing “0.” Your priest, rabbi or minister is always welcome to visit you.
PHARMACISTS

Our pharmacists are responsible for safely and efficiently preparing and distributing your medications, in addition to ensuring that all medication orders are appropriate for your care. All medications you take while in the hospital are prepared and dispensed by St. Peter’s Health Pharmacy, and administered by a nurse to ensure your safety. Pharmacists assigned to your location can greatly impact your care by helping your provider create custom medication plans, clarify any questions with your home medications on admission and provide education regarding new medications on discharge. You can help your pharmacist at admission by providing an accurate and up-to-date list of your home medications and medication allergies.
MANAGING AND CONTROLLING YOUR PAIN

St. Peter’s Health is committed to effective pain management for all of our patients.

TIPS FOR EFFECTIVE PAIN MANAGEMENT

1. Don’t be tough! Pain interferes with healing. Tell your physician or nurse:
   • Where it hurts
   • The strength of your pain
   • When the pain started
   • What makes the pain better or worse
   • How the pain feels
   • If you have symptoms such as nausea, itching, constipation and dizziness
   • What you have done to relieve the pain and how it has worked

2. Do not hesitate to talk about your pain.
   We take reports of pain and symptoms seriously and want to help you. Please talk to us about your symptoms or your concerns as soon as they begin. It is much easier to control pain from the beginning than it is to make it better if it gets too extreme.

3. Remember:
   Your physicians, nurses and pharmacists care about you and your pain control. Please let us know how we are doing in treating your pain and ask us what our plan is to treat your pain. We strive to make you as comfortable as possible; however, eliminating all pain may not be possible. Your care team will work with you to reach an effective balance of comfort and safety.

PAIN SCALE
Use this scale to describe your pain to your health care team.

No Pain
Mild Pain
Moderate Pain
Severe Pain
Very Severe Pain
Worst Possible Pain

0 No pain
1–3 You feel some pain or discomfort, but you can still complete most activities.
4–6 The pain makes it difficult to concentrate and may interfere with your ability to do certain normal activities, such as reading, watching TV, having a phone conversation, etc.
7–9 The pain is quite intense and is causing you to avoid or limit physical activity. You cannot concentrate on anything except pain.
10 Worst pain imaginable
NON-MEDICATION PAIN CONTROL

Non-medication pain control techniques can provide you with some relief and may increase the effectiveness of your pain medications.

These techniques include:
- Deep-breathing exercises
- Physical agents (massage, cold packs, hot packs and relaxation)
- Positive thinking
- Nerve stimulation (TENS)
- Music

BARRIERS TO PAIN CONTROL

Many patients experience normal fears or obstacles to effective pain management, including:
- Fear of addiction
- Fear of constipation
- Wanting to be a “good” patient

Please share your concerns with your nurse or physician.

MONTANA PAIN AND SYMPTOM MANAGEMENT STANDARD OF CARE

1. Reports of pain are taken seriously.
2. Pain and symptoms are thoroughly assessed and promptly treated.
3. Patients are informed by the health care team about possible causes and treatments related to their pain.
4. Patients are encouraged to actively participate.
5. Pain is reassessed regularly; treatment is adjusted in order to maximize management.
6. Referrals are made to specialists when appropriate.
7. Patients’ questions are responded to quickly, and education is made available.
8. Health care professionals utilize nationally recognized Pain and Symptom Treatment Guidelines to identify and optimize individual treatment plans.

FOR MORE INFORMATION

American Pain Foundation: www.painfoundation.org
National Foundation for the Treatment of Pain: www.paincare.org
In compliance with state and federal law, St. Peter’s Health provides the following information to all patients and residents. Under state law, you have the right to accept or refuse medical or surgical treatment. If you are ever unable to express your wishes about your medical care, an advance care planning directive will inform your family, friends and health care providers of your wishes. There are two types of advance care planning directives:

**LIVING WILL/ADVANCE DIRECTIVES**

This is a signed and dated document allowing you to state your wishes regarding health care. It will only take effect if you can no longer communicate for yourself.

**DURABLE MEDICAL POWER OF ATTORNEY**

This is a document in which you name a person (called a proxy) to make your decisions for you if you are unable to do so. It is the policy of St. Peter’s Health to follow the guidelines set forth in the patient’s Living Will/Advance Directives or Durable Medical Power of Attorney, provided that document is filed in the patient’s medical record.

Information packets about advance medical directives are available on each nursing unit. Counseling regarding an advance medical directive is available from your physician, Palliative Care (406-444-2137) or Spiritual Care (406-447-2409).

**PALLIATIVE CARE—ANOTHER RESOURCE**

Palliative care is specialized medical care aimed at improving the quality of life of patients and their families facing chronic illness through prevention and relief of suffering. This is accomplished by managing symptoms caused by chronic illness and assessing psychosocial-spiritual needs. For more information, call (406) 444-2137.

**ETHICS COMMITTEE**

Every person has the right to control the health care he or she receives. You exercise this right by making your own decisions. And if you aren’t able to act for yourself, you can still be in charge through your Living Will/Advance Directives, where you give directions or name another person you trust to act on your behalf. If your wishes are not clearly understood, or if those involved in your care disagree over what should be done, you or your family may need help.

St. Peter’s Health Ethics Committee offers special expertise in medical ethics, and helps patients and their loved ones examine the hard choices often involved with medical care. Health care decisions are very complex today. Advances in medical technology have given us so many choices, and sometimes the decisions we face are difficult to make. The people involved with a patient’s care may also disagree over what steps to take.

The Ethics Committee is available for free consultations Monday through Friday, from 8:30 a.m. to 5 p.m. Call the Ethics Committee Chair, Chaplain Kimberly Pepper, BCC, at (406) 447-2409.
HAND HYGIENE IS AS SIMPLE AS:
1. Washing hands with soap and water.
2. Cleansing hands using an alcohol-based hand rub.

WHY?
To make a difference in your own health.
- Hand hygiene is one of the most important ways to prevent the spread of infections, including the common cold, flu and even such hard-to-treat infections as methicillin-resistant Staphylococcus aureus (MRSA).

WHEN?
You and your loved ones should practice hand hygiene:
- Before preparing or eating food.
- Before touching your eyes, nose or mouth.
- Before and after changing wound dressings or bandages.
- After using the restroom.
- After blowing your nose, coughing or sneezing.
- After touching hospital surfaces, such as bedrails, bedside tables, doorknobs, remote controls or the phone.

You can expect your health care providers to practice hand hygiene before and after entering your room.

HOW?
It only takes 15 seconds of using either soap and water or an alcohol-based hand rub to kill the germs that cause infections.

WHICH?
Use soap and water:
- When your hands look dirty.
- After you use the bathroom.
- Before you eat or prepare food.

Use an alcohol-based hand rub:
- When your hands do not look dirty.
- If soap and water are not available.

For more information, please visit www.cdc.gov/handhygiene or call 1-800-CDCINFO.
TO HELP PREVENT FALLS

- Call for assistance when you need help toileting, need to get items that are out of your reach or are moving around your room.
- Walk close to the wall and use the handrail to support yourself. Hold on to the handrail in the bathroom.
- Get up slowly from the bed or chair to prevent dizziness.
- Wear nonskid footwear.
- If it is ordered or recommended for you to have assistive devices like a walker, cane or wheelchair, use it at all times.

IF YOU FALL

- Try to remain calm.
- Don’t get up. You may be injured. Stay where you are and wait for help to arrive.
- Use the nurse call button, if possible, or call for help.

Being in the hospital can increase your risk of falling, due to various environmental and health reasons.
GOING HOME

READY FOR DISCHARGE? WHAT’S NEXT?
1. Your physician will see and evaluate you.
2. Both you and your physician will agree you are ready to leave the hospital.
3. Your physician will put your orders in the computer.
4. Medications are reviewed, and new or changed medications are sent to your pharmacy or printed. You may need to take printed prescriptions to your pharmacy, as not all medications are electronically sent.
5. Follow-up appointments are made for:
   • Physician appointments
   • Lab work
   • Radiology tests
   • Physical therapy/occupational therapy/speech therapy
6. Care managers organize equipment/needs:
   • Oxygen
   • Walkers/bedside commode
   • Transportation arrangements
   • Rehab/skilled nursing referrals/home health
7. Education by nursing and/or pharmacy staff.
8. Discharge instructions are reviewed and questions answered.
   IV line removed. Paperwork signed.
9. Nursing staff will escort you out of the building.

Please note: The more services/coordination needed for an individual patient, the longer the discharge process will take.

AFTER THE HOSPITAL
When you leave the hospital, your physician and nurse will give you instructions about how to best care for yourself at home. If you or a family member has questions about diet, activities or other matters, please ask your nurse.

Before leaving the hospital, you should understand your condition, how long recovery may take, what you can and cannot do, and what you will need at home. Discuss your needs carefully with your physician, nurses and family members.

Care managers are available to help you arrange for community services, such as counseling, durable home medical equipment, home health services, hospice, and Medicare and Medicaid coverage. Care managers can also help you make arrangements for referral to a nursing home or specialized outpatient treatment. If you have any questions, please let your nurse know, and a care manager will be contacted.
PATIENT GRIEVANCE PROCESS

If you have a concern or are dissatisfied with our service while you are receiving care from St. Peter’s Health, please notify any staff member and expect them to work with you in order to resolve your concerns. If you believe that a resolution to your concern has not been reached, then please request to speak to one of our Patient Advocates from the Quality Department. Patients, their representatives and others who use any St. Peter’s Health service have a right to have their complaints and grievances addressed by knowledgeable people in a timely, reasonable and consistent manner, without concern that making a complaint or grievance will negatively affect their treatment in any manner. St. Peter’s Health will review and respond to all complaints and grievances.

St. Peter’s Health
Quality Department
2475 Broadway
Helena, Montana 59601
(406) 447-2566
connect@sphealth.org

HOSPITAL CARE COMPLAINTS
In addition to contacting St. Peter’s Health directly, all patients are able to contact the following organizations with their complaints or grievances:

DNV GL
400 Techne Center Drive
Suite 100
Milford, OH 45150
Phone: (866) 496-9647
Fax: (513) 947-1205

Certification Bureau—
Montana DPHHS
Quality Assurance Division
2401 Colonial Drive, Second Floor
P.O. Box 202953
Helena, MT 59620-2953
(406) 444-2099

Mountain Pacific Quality Health Foundation
3403 Cooney Drive
Helena, MT 59602
(800) 497-8232
Complaints alleging a violation of the Privacy Rule or Security Rule must name the entity that is the subject of the complaint and describe the acts or omissions believed to be in violation of the applicable requirements of the rule. Any alleged violation must have occurred on or after April 14, 2003, for the Office of Civil Rights (OCR) to have authority to investigate. Complaints must be filed within 180 days of when the complainant knew or should have known that the alleged act or omission occurred, unless the OCR waives this time limit for good cause. Complaints must be submitted in writing, either on paper or electronically:

Region VIII
Office of Civil Rights
US Department of Health and Human Services
1961 Stout Street, Room 1426
Denver, CO 80294-3538
(303) 844-2024
Fax (303) 844-2025
TDD (303) 844-3439

COMPLAINTS REGARDING A MAMMOGRAPHY EXAM:
FDA Contact Information:
Center for Devices and Radiological Health
Office of Communication, Education, and Radiation Programs
Division of Mammography Quality and Radiation Programs (HFZ-240)
1350 Piccard Drive
Rockville, MD 20850
Phone: (240) 276-3332

COMPLAINTS ALLEGING DISCRIMINATION OF ANY KIND:
Human Rights Bureau of Montana
P.O. Box 1728
Helena, MT 59624-1728
Phone: (800) 542-0807
Fax: (406) 443-3234
FINANCIAL ASSISTANCE ELIGIBILITY
If you are uninsured or have difficulty paying for health care services, you may qualify for financial assistance. Financial assistance is provided based on a sliding scale that considers many factors. Patients with exceptional circumstances or catastrophic health care events will be considered for assistance on a case-by-case basis. You may qualify if your income is at or below 2.5 times the Federal Income Poverty Guidelines. Federal Income Poverty Guidelines can be found at www.sphealth.org/patient-assistance. Any patient who is unable to pay his or her bill in full should contact our Billing Department as soon as possible. If you qualify for financial assistance, you’ll be asked to reapply every six months or prior to an admission/procedure if the six months has expired.

APPLYING FOR FINANCIAL ASSISTANCE
As a not-for-profit health care provider, St. Peter’s Health embraces its responsibility to provide for the needs of the community we serve—especially for those who are in financial need. Our financial assistance policy provides discounted or free care to qualifying patients.

TO APPLY ONLINE
The St. Peter’s Health website contains the complete financial assistance policy as well as a link to the financial assistance application form at www.sphealth.org/patient-assistance. Patients can print this form and mail the completed application with all supporting documentation to the address on the form.

TO APPLY IN PERSON
Financial counselors are available at the main entrance of St. Peter’s Health Regional Medical Center from 8 a.m. to 5 p.m. to assist you in completing financial assistance applications. For any additional questions, please call (406) 447-2828.

ADDITIONAL PAYMENT OPTIONS
St. Peter’s Health can help you manage your bills even if you do not apply or qualify for financial assistance. St. Peter’s Health offers both short-term and long-term zero-interest payment plans. Call (406) 447-2828 for more information.

Learn more at www.sphealth.org/paybill.
ST. PETER’S HEALTH IS COMMITTED TO CONTINUALLY IMPROVING OUR BILLING PROCESS SO THAT YOU CAN FOCUS ON HEALING–NOT ON PAYING YOUR BILL.

A zero-interest, long-term (up to 36 months) payment program is available for qualifying patients.

Our new technology system improves patient registration and better ensures that address and insurance information is accurate.

View statements, pay multiple accounts and manage payment plans (subject to St. Peter’s policies).

Our phone-based customer service center is staffed with billing specialists who can address billing questions, assist with payment plans and connect patients to financial counselors who can help patients secure other forms of payment following service.

Receive an estimate of your financial responsibility before your procedure. Currently, estimates are available for select routine procedures, and estimates will be expanding for all procedures in the months to come.

To ensure that cost is never an obstacle to receiving care, our new team of dedicated financial counselors helps patients identify payment sources, devises payment plans, assists with insurance enrollment and even helps patients access charity care when needed.
PATIENT PORTAL: STAY CONNECTED TO YOUR HEALTH

ACCESS YOUR HEALTH CARE AND BILLING INFORMATION ONLINE, ANYTIME.

St. Peter’s Health Patient Portal* offers secure, 24-hour access to your personal health care information from the comfort of your own home.

Use your computer, tablet or smartphone to:
- Request appointments
- Send a secure message to your health care team
- Request prescription refills
- View lab results, radiology reports, medication lists, visit histories and discharge instructions
- View your itemized statement and access a link that directs you to the bill-pay portal to pay your bill online

Enrollment is fast and easy. Just stop in at any St. Peter’s Health location and fill out a registration form, or enroll online at www.sphealth.org.

Need assistance? Contact Patient Portal Support at (406) 495-6888 or patientportal@sphealth.org.

*You must have internet access to use this service.
HELP US HELP OTHERS

ST. PETER’S HEALTH FOUNDATION
Providing care that wouldn’t otherwise be there.

As a not-for-profit organization, St. Peter’s Health relies on the community to help support programs for the disadvantaged, major building projects and new technology purchases.

If you would like to help, your financial gift is greatly appreciated. No gift is too small, and your gift will be used for the project or program of your choice. Contributions are tax deductible.

Contributions received by the Foundation are primarily used in three ways:
• To provide financial assistance to patients and families in medical crisis
• To subsidize specific services, such as Hospice, Lifeline and Cardio-Pulmonary Rehabilitation
• To purchase new medical equipment and improve medical facilities for the community

ENDOWMENTS FOR SPECIAL NEEDS
• Mandy Bell Travel Fund assists families and patients with travel needs during periods of medical treatment
• Ludlow Charity Care Fund assists with costs of durable medical equipment, home modifications, medications, etc.

For more information about the ways to contribute to St. Peter’s Health Regional Medical Center through our Foundation, please call (406) 444-2370, or ext. 2370. You may mail a check payable to St. Peter’s Health Foundation:

2475 Broadway
Helena, MT 59601

www.sphealth.org/foundation
<table>
<thead>
<tr>
<th>TV Channels</th>
<th>Channel Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>CBS – KXLH</td>
<td>3</td>
</tr>
<tr>
<td>NBC – KVTH</td>
<td>4</td>
</tr>
<tr>
<td>CW – KMTF</td>
<td>5</td>
</tr>
<tr>
<td>ABC – KHBB</td>
<td>6</td>
</tr>
<tr>
<td>FOX – KHBB2</td>
<td>7</td>
</tr>
<tr>
<td>PBS – KUSM</td>
<td>8</td>
</tr>
<tr>
<td>WEATHER CHANNEL</td>
<td>9</td>
</tr>
<tr>
<td>QVC</td>
<td>10</td>
</tr>
<tr>
<td>ION TELEVISION</td>
<td>11</td>
</tr>
<tr>
<td>ESPN</td>
<td>12</td>
</tr>
<tr>
<td>ESPN2</td>
<td>13</td>
</tr>
<tr>
<td>ROOT SPORTS</td>
<td>14</td>
</tr>
<tr>
<td>ALTITUDE</td>
<td>15</td>
</tr>
<tr>
<td>FOX NEWS</td>
<td>16</td>
</tr>
<tr>
<td>CNN</td>
<td>17</td>
</tr>
<tr>
<td>HLN</td>
<td>18</td>
</tr>
<tr>
<td>CNBC</td>
<td>19</td>
</tr>
<tr>
<td>MSNBC</td>
<td>20</td>
</tr>
<tr>
<td>TNT</td>
<td>21</td>
</tr>
<tr>
<td>TBS</td>
<td>22</td>
</tr>
<tr>
<td>FX</td>
<td>23</td>
</tr>
<tr>
<td>USA</td>
<td>24</td>
</tr>
<tr>
<td>A&amp;E</td>
<td>25</td>
</tr>
<tr>
<td>AMC</td>
<td>26</td>
</tr>
<tr>
<td>OXYGEN</td>
<td>27</td>
</tr>
<tr>
<td>TLC</td>
<td>28</td>
</tr>
<tr>
<td>SPIKE</td>
<td>29</td>
</tr>
<tr>
<td>SYFY</td>
<td>30</td>
</tr>
<tr>
<td>FOOD NETWORK</td>
<td>31</td>
</tr>
<tr>
<td>HISTORY</td>
<td>32</td>
</tr>
<tr>
<td>LIFETIME</td>
<td>33</td>
</tr>
<tr>
<td>HALLMARK</td>
<td>34</td>
</tr>
<tr>
<td>HGTV</td>
<td>35</td>
</tr>
<tr>
<td>TURNER CLASSIC</td>
<td>36</td>
</tr>
<tr>
<td>TV LAND</td>
<td>37</td>
</tr>
<tr>
<td>FREE FORM</td>
<td>38</td>
</tr>
<tr>
<td>TRAVEL CHANNEL</td>
<td>39</td>
</tr>
<tr>
<td>TRUTV</td>
<td>40</td>
</tr>
<tr>
<td>COMEDY CENTRAL</td>
<td>41</td>
</tr>
<tr>
<td>E!</td>
<td>42</td>
</tr>
<tr>
<td>DISNEY CHANNEL</td>
<td>43</td>
</tr>
<tr>
<td>NICKELODEON</td>
<td>44</td>
</tr>
<tr>
<td>CARTOON NETWORK</td>
<td>45</td>
</tr>
<tr>
<td>ANIMAL PLANET</td>
<td>46</td>
</tr>
<tr>
<td>DISCOVERY CHANNEL</td>
<td>47</td>
</tr>
<tr>
<td>MTV</td>
<td>48</td>
</tr>
<tr>
<td>VH1</td>
<td>49</td>
</tr>
<tr>
<td>CMT</td>
<td>50</td>
</tr>
</tbody>
</table>