

Patient and Visitor Guide

Helpful information to enhance your stay



Respect | Compassion | Justice | Excellence | Stewardship

1111 Crater Lake Avenue
Medford, OR 97504
541-732-5000

www.providence.org/medford

Welcome



Cindy Mayo

CHIEF EXECUTIVE

Providence Medford Medical Center

**Respect | Compassion | Justice
Excellence | Stewardship**

Providence Mission

As People of Providence, we reveal God's love for all, especially the poor and vulnerable, through our compassionate service.

At Providence Medford Medical Center, caregivers are guided by a set of core values: respect, compassion, justice, excellence and stewardship. It's these values that help us set standards of patient care, focusing on patients as a whole person while providing an environment centered on patient safety, clinical excellence and customer service.

Providence's hospital, clinics, health plans and home services are all geared toward improving the lives of people throughout the communities of southern Oregon and northern California. This guide has been designed to provide helpful information for you and your family.

Caregivers frequently hear from patients who enjoy the human touch and family feel provided by Providence's services. Our leaders make a point of visiting as many patients as possible so we may see what we can do to make your experience more comfortable. We also hope you will let us know how we're doing. Your comments help us continue to provide the quality service we strive for.

We know you have many options when it comes to your health. We hope you will give us the opportunity to care for you and your loved ones and make you part of the Providence family.

Sincerely,

A handwritten signature in black ink that reads "Cindy Mayo". The signature is written in a cursive, flowing style.

Cindy Mayo

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is at the Center of Our Care Team**

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*You can contribute
to health care safety.*



OUR ADDRESS

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 **PROVIDENCE**
Medford
Medical Center

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Every Patient is at the Center of Our Care Team

Here is some helpful information to enhance your stay.

C.A.R.E. Channel

We understand you are in an unfamiliar environment, which can add additional stress during your hospital stay. The C.A.R.E. channel, which is broadcast on Channel 2, has been created to provide a peaceful environment to support your healing. We encourage you to keep the station on in your room.

Please Speak Up

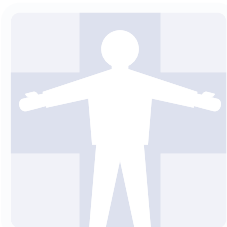
You are the key member of your health care team. As such, we encourage you to become involved in your care. Ask questions. Tell us your concerns, hopes and needs related to your care. With your assistance, we can work toward our goal of providing you with the high-quality care and service you deserve.

For Your Safety

- **Wrist bands:** When you are admitted to Providence Medford Medical Center, a member of your care team will place an identification band on your wrist. If you have allergies, you also will be provided with an allergy band. Please wear these bands throughout your hospital stay.
- **Fall prevention:** Sometimes medications and procedures can make a patient unsteady. The number one thing you can do to prevent a fall is to call for help before you try to get up.
- **Hand hygiene:** Frequent hand sanitizing has been proven to be the most effective way to help fight infection. Our care team members are vigilant about washing their hands. It's okay for you to ask them if they have. We encourage families and visitors to frequently use the hand sanitizing dispensers located throughout the hospital.
- **Respiratory etiquette:** If a family member or visitor has a cold, encourage him or her to stay home or at least wear a mask to protect you and others when he or she visits. Helping to stop the spread of germs should be everyone's goal.

Five Core Values Guide Our Work

- **Respect:** All people have been created in the image of God.
- **Compassion:** Jesus taught and healed with compassion for all.
- **Justice:** This is what the Lord requires of you: act with justice, love with kindness and walk humbly with your God.
- **Excellence:** Much will be expected of those who are entrusted with much.
- **Stewardship:** The earth is the Lord's and all that is in it.





Every Patient is at the Center of Our Care Team



Your Satisfaction

We encourage your feedback to improve care.

Because we are committed to providing the best care possible, we want to hear from you. All Providence hospitals take part in the HCAHPS survey. The HCAHPS survey measures your satisfaction with the quality of your care. It is designed to be a standardized tool for measuring and reporting satisfaction across all hospitals in the U.S.

Soon after you return home from the hospital, you may receive an HCAHPS survey. The brief survey asks multiple-choice questions about your hospital stay. Please take the time to fill out the HCAHPS survey; your feedback is important to us.

What is HCAHPS?

The Hospital Consumer Assessment of Health Providers and Systems (HCAHPS) survey is backed by the U.S. Department of Health and Human Services. The survey is used to improve the quality of health care. HCAHPS makes survey results public so hospitals are aware of where changes are needed. The results also enable health care consumers to review and compare hospitals before choosing a health care provider.

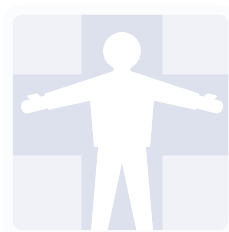




Achieving Excellence

- **Leapfrog**, A-Grade for Hospital Safety Score
- **Full accreditation**, by The Joint Commission
- **Primary Stroke Center Certification**, by The Joint Commission
- **Breast Imaging Center of Excellence**, by American College of Radiology
- **Baby-Friendly Birth Center**, by World Health Organization
- **Get with the Guidelines Stroke Gold Plus Achievement Award**®, by the American Heart Association/American Stroke Association.
- **American Heart Association Lifeline**®, STEMI Receiving Center Silver Award
- **National Cardiovascular Data Registry**, Platinum Performance Achievement Award
- **Total Hip Replacement and Total Knee Replacement Certification**, by The Joint Commission
- **Home Care Certification**, by The Joint Commission
- **Laboratory Certification**, by The Joint Commission
- **Recognition for Outstanding Cancer Care**, by Commission on Cancer of the American College of Surgeons: Providence Medford Medical Center

Please let us know if we can do anything to help you during your stay.





About Us

OUR ADDRESS

1111 Crater Lake Ave.
Medford, OR 97504

Providence Medford Medical Center is part of Providence Health & Services in Oregon, a not-for-profit network of hospitals, physicians, clinics, care centers, health plans, home health care and affiliated services. Providence Health & Services has a presence in five western states: Alaska, California, Montana, Oregon and Washington.

One of southern Oregon's largest employers, Providence Medford Medical Center is a fully accredited, 168-bed acute and outpatient care facility. Our Emergency Department is designated as a Level III trauma center.

Southern Oregon Services

Providence Medical Group

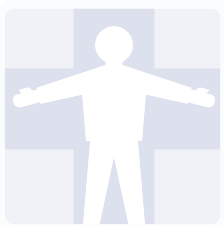
The region's most established group of primary and specialty care doctors includes family practice, internal medicine, pediatrics, obstetrics, gynecology, psychiatry, cardiology, neurology, sports medicine, urogynecology, and general and vascular surgery.

Providence BirthPlace

As the only baby-friendly designated birth center in Jackson County, Providence BirthPlace offers the highest nurse-to-mother ratio in Medford, along with modern labor-delivery-recovery rooms with wireless medical monitoring technology. Surgical suites for cesarean births and a special-care nursery also are available should the need arise. Outreach services include new parent education, support groups and certified lactation consultation.

Leila J. Eisenstein Breast Center

Providence breast center is a Center of Excellence, designated by the American College of Radiology. Providence was the first local medical center to offer 3D tomosynthesis breast imaging, which detects 41 percent more invasive breast cancers and reduces false positives by up to 40 percent. A breakthrough in the early detection of breast cancer.





Providence Cancer Center—Southern Oregon

The cancer center is a comprehensive regional center accredited by the American College of Surgeons. It offers a full range of inpatient and outpatient services, along with clinical research trials. Providence Cancer Center also hosts the American Cancer Society Reference Center.

Heart and Vascular Services

Our cardiologists and vascular surgeons provide a full range of diagnostic, treatment and disease management services. As part of the nationally renowned Providence Heart and Vascular Institute, we also give our patients access to complete cardiac surgical services.

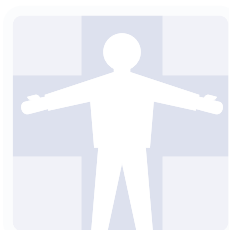
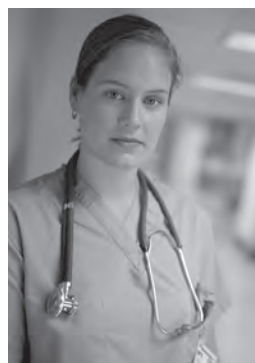
Stroke and Rehabilitation Services

Providence Medford Medical Center is a nationally certified Primary Stroke Center recognized by The Joint Commission for outstanding patient care. Our hospital is a member of the largest telestroke network in Oregon for immediate emergency stroke evaluation 24/7. Providence was the first inpatient and outpatient rehabilitation center in the region to serve patients with stroke, brain and spinal cord injury, neurological disorders, orthopedic injury, hand therapy and worker rehabilitation.

We are recognized by the American Heart Association as a Lifeline® STEMI Receiving Center with a Silver award.

Providence Spine Institute and Total Joint Program

Our interdisciplinary team of doctors, surgeons, pain specialists and rehabilitation therapists has the training and expertise to diagnose and treat neck, back and joint health issues, from the simple to the most complex. We are the first local hospital to offer MAKOpasty® advanced RIO® robotic arm technology that offers a high level of precision and accuracy in aligning and placing implants for joints.





About Us



Surgical Services

General and specialty surgical services include urology, lithotripsy, gynecologic, urogynecologic, spine, cardiac, orthopedic, neurology, vascular, cancer, plastic, thoracic, trauma, and ear, nose and throat.

Robotic Surgery

Providence is the pioneer of robotic surgery in the region. Robotic surgery results in smaller surgical incisions, less post-surgical pain and, in many cases, shorter recuperation times. Robotic surgery is most commonly used for the treatment of prostate and kidney cancers, pelvic floor reconstruction, vaginal prolapse, hysterectomy, joint replacement, and certain bladder and thyroid conditions.

Providence Home Care

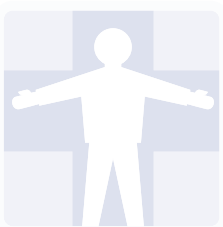
Providence Home Care is certified by The Joint Commission. This program provides chronic disease management, education, respiratory care, joint replacement, cardiac care, nutrition services, medical social services and physical, speech and occupational therapies in the home.

Providence Palliative Care

When you ask patients facing serious illness what sort of care they want, they may not have a name for it, but what they describe is palliative care. Through a caring network of providers, Providence assists these patients and their families through what can be a long treatment journey. We offer relief from their symptoms and provide support for their body, mind and spirit. We put patients at the center of their care decisions and help them achieve the best possible quality of life.

Providence Hospice

With an emphasis on effective pain control and symptom management, we assist in physical, emotional, social and spiritual end-of-life needs. We provide services in the home and in long-term care settings.





Telephone Directory

| | |
|--------------------------------|--------------|
| Main Hospital Number | 541-732-5000 |
| BirthPlace | 541-732-5494 |
| Billing and Patient Accounts | 541-732-5077 |
| Cancer Center | 541-732-7000 |
| Case Managers | 541-732-6268 |
| Chaplains | 541-732-5152 |
| Diagnostic Imaging | 541-732-5175 |
| Diabetes Learning Center | 541-732-6955 |
| Emergency Department | 541-732-6400 |
| Financial Assistance | 541-732-5077 |
| Flowers & Gifts | 541-732-5180 |
| Foundation/Donations | 541-732-5193 |
| Guest Housing | 541-732-5466 |
| Heart Care | 541-732-7850 |
| Home Health | 541-732-6500 |
| Hospice | 541-732-6500 |
| Laboratory | 503-215-6660 |
| Lifeline | 541-732-5054 |
| Lost and Found (Security) | 541-732-5000 |
| Mammography | 541-732-6100 |
| Nutrition Therapy | 541-732-5005 |
| Parking Information (Security) | 541-732-5000 |
| Rehabilitation Services | 541-732-5080 |
| Respiratory Care | 541-732-5091 |
| Spine Institute | 541-732-7746 |
| Volunteer Services | 541-732-5179 |

MAIN NUMBER

541-732-5000

Gift Shop

541-732-5180

Billing and Patient Accounts

541-732-5077

Calling a department within the hospital?

Dial 2 plus the four-digit extension





During Your Stay

VISITING HOURS

All visitors are asked to check in at the nurses' station before entering a patient's room. We ask that only two people visit at a time. Visitors should leave the patient's room during the administration of drugs or treatment. Visitors should refrain from visiting if they have colds, sore throats, skin infections or any communicable diseases.



Send A Greeting

You may send an electronic greeting to a friend or loved one at PMMC. Visit our website at www.providence.org/medford. A hospital volunteer will hand deliver your email messages Monday through Friday (except holidays).

■ We have policies and procedures in place to help you and your family work with our doctors, nurses and staff to get the most from your hospital stay. Please take a few minutes to review these guidelines with your loved ones.

Other Visiting Hours **Critical Care**

The entrance to the Critical Care Unit is protected to respect the privacy of our patients. Please inquire at the intercom before each visit. Visitation and phone calls in the Critical Care Unit are restricted from 7 a.m. to 8:30 a.m. and 7 p.m. to 8:30 p.m. Otherwise, based on patient care considerations and nursing discretion, we have a flexible visiting policy.

Providence BirthPlace

Providence BirthPlace permits laboring mothers to have visitors at any hour throughout the labor process. Visitors in this special area are asked to clean their hands before touching newborns. For the protection of new moms and babies, Providence BirthPlace is a very secure area with video cameras and security systems.

Calling Your Nurse

When you need to call your nurse, please use the nurse call button located at your bedside, the emergency call button in your bathroom or emergency cord in the shower. A staff member will respond over the two-way intercom.

Interpreters

Interpreter services for non-English speakers and sign language interpreters for the hearing impaired are available. Contact your nurse, social worker or case manager for more information.

Telephone

Your telephone may be used to place local calls within the Medford area. Dial 9, followed by the area code and number you want to reach.



For long-distance calls, you may access preferred long-distance carriers by dialing their 800 number.

Special phones are available for those with disabilities. We do not accept collect calls.

Family members outside the local service area may call 877-541-0588. Please ask your family and friends to avoid calling after 9 p.m.

Medications

To avoid potential drug interactions and ensure you receive the medications you need, your nurse will make a list of all medications you take at home. Please do not bring any medications into the hospital with you. If you do, you will be asked to send them home or store them in the pharmacy. Each time your nurse brings your medications, you can expect to have your wrist ID band checked. This helps us match the right medication to the right patient at all times.

Safety

You and your family are encouraged to report any safety concerns you may have regarding your care, treatment or services. You can do so by contacting your nurse or the Quality Resources department at 541-732-5199.

Security

The Security department strives to ensure the safety and security of all patients, visitors and staff in the hospital. Trained officers provide around-the-clock security for the medical center and medical office buildings. If you have questions or concerns about security, please call the operator by dialing 0.

Isolation

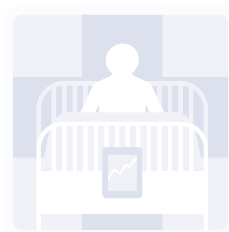
Some patients require isolation to protect them from getting or transmitting an infection. If someone is in isolation, anyone who visits must follow the same precautions as our staff. Your nurse will explain how to comply.

Parking

Parking is located in front of the hospital, near the Emergency Department, BirthPlace, Cancer Center and medical office entrances. Disabled parking is available on all sides of the hospital.

Recreational Vehicles

Permits to park recreational vehicles may be obtained from security officers. This permit must be displayed on the vehicle so that it is plainly visible. Security will unlock water and power hookups, and verify that the permit is visible.





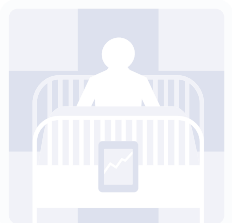
During Your Stay



Leave Your Valuables At Home

If you have valuables, such as jewelry and cash, please give them to a relative or friend to take care of during your stay. Contact lenses, eyeglasses, hearing aids and dentures should be stored in your bedside stand when not in use. Please don't put them on your bed or food tray—they may be damaged or lost.

Providence Medford Medical Center cannot be responsible for replacement of personal belongings.



Lost and Found

If you lose something during your stay, please notify your nurse immediately. Every effort will be made to find it. Unclaimed articles are turned in to our Security department, where they are kept for 30 days. To inquire about lost items, please call the hospital operator by dialing 0 or 541-732-5000.

Safety Drills

The Joint Commission requires our staff be well-educated and practiced on safety issues. Our Engineering department regularly conducts fire safety drills and crime prevention programs for staff members. Your nurse will let you know if any alarms you hear indicate an actual emergency.

Electrical Appliances

For your safety, please do not use personal electrical devices such as hairdryers, curling irons and electric razors. Personal laptop computers need to be safety checked prior to use if you plan to plug it into a hospital electrical outlet.

Mail

Please give stamped outgoing mail to your nurse, or place it in the outgoing mail tray at the nurses' station. Mail is delivered daily. A postal drop box also is located near the Guild Gift Shop in the hospital's main lobby.

The address for mail at PPMC is:

Your name (and room number if known)

Providence Medford Medical Center

1111 Crater Lake Ave.

Medford, OR 97504

Flowers and Balloons

For your convenience, flowers, balloons and other patient-centered items are available for purchase at Providence Guild Gift Shop on the first floor. For your safety, Providence is a latex-free hospital. Please only bring mylar balloons to patients. Flowers are not permitted in the Critical Care Unit or in some of the Oncology patient rooms.



Room Service

We offer a variety of healthy selections. Our food service staff works with you in selecting a menu according to any diet restrictions you may have. Room service is available from 7 a.m. to 7 p.m. by calling 2-3463. This allows you to choose what you want to eat and when you want it delivered.

Gift Shop

The Providence Guild Gift Shop is located near the main lobby on the first floor of the hospital. It is open Monday through Saturday and offers an assortment of fresh flowers, balloons, candy and gifts. Profits from the gift shop and other Guild projects are donated to PMMC to help purchase patient care equipment and support hospital programs.

Pastoral Care

Spiritual Care is integral to our Mission of providing compassionate care. The clinical chaplaincy team consists of professionals who have academic and clinical training for this specialized ministry of healing. The team works closely with all caregivers to offer a supportive presence to those who are ill, disabled, dying or in crisis. The team offers holistic ministry assisting with spiritual, religious and emotional needs, as well as ethical concerns. Our Spiritual Care team consists of Catholic and Protestant ministers and lay chaplains of various faiths. A chaplain is available 24 hours a day to provide for the spiritual needs of patients and families. Ask your nurse to contact a chaplain.

Chapel

The chapel is located on the third floor and is open from 7 a.m. to 9 p.m. daily. Patients and visitors are welcome.

ATM

An ATM is located on the ground floor of the hospital near the Pharmacy. It is available 24 hours a day for your convenience.

Vending Machines

Vending machines are located on the ground floor near the Pharmacy and in the Emergency Department. Snacks and beverages may be purchased at any hour.

Newspapers

Newspapers, magazines and books are available to patients by the Providence Guild concierge service. During the week, a Guild volunteer will stop by your room to ask if you would like to make a selection.

Smoking

PMMC is a tobacco-free environment. Smoking is not permitted anywhere within the hospital or on our campus. Please ask your nurse for information to help you stop using tobacco products.



During Your Stay

Where's the Café?

Location:

Emilie Café is located on the ground floor.

Café Hours:

Breakfast:

6:30 to 10 a.m.

Lunch:

11 a.m. to 1:30 p.m.

Dinner:

4:30 to 6 p.m.

Late night:

Midnight to 2 a.m.

Grab-to-Go food items:

6:30 a.m. to 6 p.m.

The Emergency Department meditation room is available for quiet reflection, prayer or meditation. This room is designed for people of all faiths and spiritualities. The Emergency Department meditation room is open 24/7.

The C.A.R.E. Channel

Providence is committed to providing a healing environment, and we are excited to offer The C.A.R.E. Channel as a restful alternative to commercial television. Available 24/7 on Channel 2, you'll hear soothing instrumental music combined with beautiful nature images. The programming is designed to reduce stress and promote healing.

The C.A.R.E. Channel was made possible by a generous gift from a Providence Guild volunteer, and ongoing support is provided by Providence Community Health Foundation.

TV Channel Listing

| | | | | | |
|----|-------------------------------|----|-----------------------|----|----------------------------|
| 2 | CARE CHANNEL | 22 | HLN | 44 | TV Land |
| 3 | CBS - KTVL | 23 | CNBC | 45 | ABC Family |
| 4 | NBC - KOBI | 24 | MSNBC | 46 | Travel Channel |
| 5 | CW | 25 | TNT | 47 | truTV |
| 6 | ABC - KDRV | 26 | TBS | 48 | Comedy Central |
| 7 | FOX | 27 | FX | 49 | E! |
| 8 | PBS | 28 | USA | 50 | Disney Channel |
| 9 | MyTV | 29 | A&E | 51 | Nickelodeon |
| 10 | Weather Channel | 30 | AMC | 52 | Cartoon Network |
| 11 | WGN America | 31 | Bravo | 53 | Animal Planet |
| 12 | ESPN | 32 | NWCN | 54 | Discovery Channel |
| 13 | ESPN2 | 33 | Oxygen | 55 | KDOV |
| 14 | ROOT Sports Northwest | 34 | TLC | 56 | KBLN |
| 15 | Comcast SportsNet Bay Area | 35 | Spike | 57 | CMT |
| 16 | Fox Sports 1 | 36 | SyFy | 58 | BET |
| 17 | Golf Channel | 37 | Food Network | 59 | National Geographic |
| 18 | NOT USED | 38 | History | 60 | Investigation Discovery |
| 19 | NBC Sports Network | 39 | Lifetime | 61 | Univision |
| 20 | Fox News Channel | 40 | Hallmark Channel | 62 | Telemundo |
| 21 | CNN | 41 | HGTV | | |
| | | 42 | GSN | | |
| | | 43 | Turner Classic Movies | | |

Speak Up

Take charge of your care.

During your stay, the doctors, nurses and staff at our hospital will treat you and your family as partners in your own care. One important way that you can be involved is to speak up. Ask questions, voice your concerns and don't be afraid to raise any issues relating not only to your care and treatment, but also to overall hospital services.

In the pages that follow, you'll find a step-by-step guide to making the most of your hospital stay—how to stay safe, get the information you need, ask the right questions and interact effectively with your doctors, nurses and hospital staff.



STEP UP & SPEAK UP

SPEAK UP: Ask questions and voice concerns. It's your body, and you have a right to know.

PAY ATTENTION: Make sure you're getting the right treatments and medicines.

EDUCATE YOURSELF: Learn about the medical tests you get and your treatment plan.

FIND AN ADVOCATE: Pick a trusted family member or friend to be your advocate or support person.

WHAT MEDS & WHY: Know what medicines you take and why you take them.

CHECK BEFORE YOU GO: Use a hospital, clinic, surgery center or other type of health care organization that meets The Joint Commission's quality standards.

PARTICIPATE IN YOUR CARE: You are the center of the health care team.

HELPFUL TIPS

- Write down any questions you have.
- Choose a support person to communicate with the doctors and staff.
- Keep a list of doctors you see and the meds they prescribe.

**Don't Get Overwhelmed,
Write It Down!**



Courtesy of The Joint Commission.



Your Rights & Responsibilities

■ As a patient, you have the right to respectful and considerate care. In addition, there are specific rights and responsibilities you have during your hospital stay.

You Have the Right to:

- ✓ be informed of the hospital's rules and regulations as they apply to your conduct.
- ✓ expect privacy and dignity in treatment consistent with providing you with good medical and psychiatric care.
- ✓ receive considerate, respectful care at all times and under all circumstances.
- ✓ expect prompt and reasonable responses to your questions.
- ✓ know who is responsible for authorizing and performing your procedures or treatments.
- ✓ know the identity and professional status of your caregivers.
- ✓ know what patient support services are available, including access to an interpreter if language is a problem.
- ✓ have access to your medical records according to hospital policy.
- ✓ be informed of the nature of your condition, proposed treatment or procedure, risks, benefits and prognosis, and any continuing health care requirements after your discharge in terms you can understand.
- ✓ be informed of medical alternatives for care or treatment.
- ✓ refuse treatment, except as otherwise provided by law, and to be informed of the consequences of your refusal.
- ✓ receive access to medical treatment or accommodations regardless of race, sex, creed, sexual orientation, national origin, religion, physical handicap, or sources of payment.
- ✓ know if the medical treatment prescribed for you is for experimental purposes and to give your written consent to participate if you choose.
- ✓ participate in the decision-making process related to the plan of your care.
- ✓ have access to professionals to assist you with emotional and/or spiritual care.
- ✓ exercise your cultural values and spiritual beliefs as long as they do not interfere with the well-being of others, or the planned course of any medical care.
- ✓ participate in the discussion of ethical issues that may arise.
- ✓ express concerns regarding any of these rights in accordance with the grievance process.
- ✓ formulate advance directives and appoint a surrogate to make health care decisions on your behalf, to the extent permitted by law.
- ✓ have a family member (or representative of your choice) and your physician notified promptly of your admission to the hospital.
- ✓ know if the hospital has outside relationships that may influence your treatment and care. Such relationships may be with educational institutions, other health care providers or insurers.



- ✓ receive information on how to apply for financial assistance to help with your medical bills.
- ✓ be free from any form of restraint, whether physical or pharmaceutical, not medically indicated.

You Are Responsible for:

- ✓ providing accurate and complete information to your health care providers about your present and past medical conditions and all other matters pertaining to your health.
- ✓ reporting unexpected changes in your condition to your health care providers.
- ✓ informing your health care providers whether or not you understand the plan of care and what is expected of you.
- ✓ following the treatment plan recommended by your health care providers.
- ✓ keeping appointments and, if you cannot, notifying the proper person.
- ✓ knowing the consequences of your own actions if you refuse treatment or do not follow the health care providers' instructions.
- ✓ being considerate of the rights of other patients and hospital personnel, and to follow hospital policy and regulations regarding care and conduct.
- ✓ informing staff of any financial hardship so we may provide you with information about financial assistance.

- ✓ recognizing the effect that your lifestyle has on your health. Your daily choices do affect your long-term health.

Grievances

If you have concerns about quality of care, the patient or family member may notify the patient's doctor, nurse, nurse manager or the hospital nursing supervisor immediately. Such communication usually resolves any concerns quickly and effectively.

If you have a concern after leaving the hospital, please call Quality Management.

1-855-360-3463

You also may file a grievance directly with the following agencies for concerns regarding quality of care or premature hospital discharge.

For Medicare patients:
Livanta, LLC
BFCC-QIO Program
9090 Junction Dr., Suite 10
Annapolis Junction, MD 20701
Toll Free: 1-877-588-1123

For all patients:
Health Care Regulation and Quality Improvement
P.O. Box 14450
Portland, OR 97293
Email: mailbox.hclc@state.or.us

“Fear is the father of courage and the mother of safety.”

Stay Safe

You can contribute to health care safety.

While you are in the hospital, many people will enter your room, from doctors and nurses to aides and orderlies. The following information will help make your hospital stay safe and comfortable.



Employee ID

All hospital employees wear identification badges. Feel free to ask any staff member for his or her name and job classification. If you do not see an ID badge on an employee, please call your nurse immediately.

PATIENT IDENTIFICATION

Any time staff members enter your room to administer medications, transport you or perform procedures and treatments, they must check your birth date and name before they proceed. At times, you may be asked the same questions repeatedly. We are aware that this may be annoying. Please understand, however, that this verification process is a critical component in our patient safety program in order to guarantee that all of our patients receive the correct medications and treatments.

Don't Be Afraid to Ask...

A number of people may enter your hospital room. Be sure to:

- Ask for the ID of everyone who comes into your room.
- Speak up if hospital staff doesn't ask to check your ID.
- Ask if the person has washed his or her hands before he or she touches you.
- If you are told you need certain tests or procedures, ask why you need them, when they will happen and how long it will be before you get the results.



Fighting Infections

While you're in the hospital to get well, there is the possibility of developing an infection. The single most important thing you can do to help prevent infections is to wash your hands and make sure that everyone who touches you—including your doctors and nurses—washes his or her hands, too.

You, your family and friends should wash hands:

1. after touching objects or surfaces in the hospital room
2. before eating
3. after using the restroom

It also is important that your health care providers wash their hands with either soap and water or an alcohol-based hand cleaner every time, before and after they touch you. Health care providers know to practice hand hygiene, but sometimes they forget. You and your family should not be afraid or embarrassed to speak up and ask them to wash their hands.



Doctors, nurses and other health care providers come into contact with a lot of bacteria and viruses. So before they treat you, ask them if they've cleaned their hands.



Happy Birthday to You!

Wash your hands with soap and warm water for 15 to 20 seconds. That's about the same amount of time that it takes to sing the "Happy Birthday" song twice.



No Soap? No Problem.

Alcohol-based hand cleaners are as effective as soap and water in killing germs. To use, apply the cleaner to the palm of your hand and rub your hands together. Keep rubbing over all the surfaces of your fingers and hands until they are dry.

Know Your Meds



While you are hospitalized, your doctor may prescribe medications for you. Be sure that you understand exactly what they are and why they are being prescribed. Use this checklist to help you get the information you need from your doctor:

- What is the name of the medicine?
- What is its generic name?
- Why am I taking this medicine?
- What dose will I be taking? How often, and for how long?
- When will the medicine begin to work?
- What are the possible side effects?
- Can I take this medicine while taking my other medications or dietary supplements?
- Are there any foods, drinks or activities that I should avoid while taking this medicine?
- Should I take my medicine at meals or between meals?
- Do I need to take the medicine on an empty stomach or with food or a whole glass of water?
- What should I do if I forget to take the medicine and miss a dose?



Preventing Medication Errors

By taking part in your own care, you can help the members of your health care team avoid medication errors. Here's how:

Be sure that all of your doctors know what medications you have been taking, including prescription drugs, over-the-counter medications, herbal and vitamin supplements, natural remedies and recreational drugs.

Be sure that all of your doctors know of any allergies you may have—to medications, anesthesia, foods, latex products, etc.

When you are brought medications or IV fluids, ask the person to check to be sure you are the patient who is supposed to receive the medications. Show that person your ID bracelet to double-check.

Remember—you play an important role in helping to reduce medication errors.



Preventing Falls

Hospital patients often fall because they are weak or unsteady due to illness or medical procedures, their medications make them dizzy, or they've been sitting or lying down for too long. Providence Medford Medical Center cares about our patients' safety. Please help us keep you safe by following these guidelines during your hospital stay:

- Do not get out of bed by yourself. Your hospital bed is probably higher and narrower than your bed at home, and you can easily fall while trying to get in or out of it. Please use your nurse call button and ask for assistance.
- Keep often-used items—call button, tissues, water, eyeglasses, telephone, TV remote—within easy reach.
- Do not walk in bare feet. Wear nonskid socks or slippers.
- Make sure your robe or pajamas don't drag on the floor; they can cause you to trip.
- Use the handrails in your bathroom and throughout the hospital at all times.
- Ask your nurse to show you how to properly walk with your IV pole, drainage bags or any other equipment.
- Be sure your wheelchair is locked when getting in or out of it. Never step on the footrest.
- If you see a spill on the floor, report it at once.



DVT: Lower Your Risk

Deep-vein thrombosis (DVT) occurs when blood clots form in the legs and block circulation. The clots can lodge in your brain, heart or lungs, causing damage or even death. When you're hospitalized and in bed with limited physical activity, your risk of DVT increases.

Ask your doctor about using compression boots or stockings and/or blood thinners to prevent DVT during your stay. And be sure to tell your doctor or nurse if you have any of the following warning signs:

- A leg cramp or charley horse that gets worse
- Swelling and discoloration in your leg, upper arm or neck
- Unexplained shortness of breath
- Chest discomfort that gets worse when you breathe deeply or cough
- Light-headedness or blacking out

PATIENTS OF ALL AGES ARE AT RISK OF FALLS BECAUSE OF MEDICATIONS THAT MAY MAKE THEM DIZZY, WEAK OR UNSTEADY



What Are Your Advance Directives?

What Are Advance Directives?

A living will, health care proxy and durable power of attorney are the legal documents that allow you to give direction to medical personnel, family and friends concerning your future care when you cannot speak for yourself. You do not need a lawyer in order to complete an advance directive.

Your advance directive is part of your medical record when you are discharged from the hospital. You must create a new advance directive each time you change your wishes. In this way, you ensure the hospital has your most current information.

FYI

For more information about advance directives, or to obtain forms, please ask your nurse or the Admitting Department for an advance directive packet. Because we are a Catholic health care facility, we will honor your advance directives insofar as they do not conflict with the values and policies of Providence Health & Services and the United States Conference of Catholic Bishops.

You have the right to make decisions about your own medical treatment. These decisions become more difficult if, due to illness or a change in mental condition, you are unable to tell your doctor and loved ones what kind of health care treatments you want. That is why it is important for you to make your wishes known in advance. Here is a brief description of each kind of directive:

Living Will

A set of instructions documenting your wishes about life-sustaining medical care. It is used if you become terminally ill, incapacitated or unable to communicate or make decisions. A living will protects your rights to accept or refuse medical care and removes the burden for making decisions from your family, friends and medical professionals.

Health Care Proxy

A proxy is a person you appoint to make your medical decisions if you are unable to do so. Choose someone you know well and trust to represent your preferences. Be sure to discuss this with the person before naming him or her as your proxy. Remember that a proxy may have to use his or her judgment in the event of a medical decision for which your wishes aren't known.

Durable Power of Attorney

For health care: A legal document that names your health care proxy. Once written, it should be signed, dated, witnessed, notarized, copied and put into your medical record.

For finances: You also may want to appoint someone to manage your financial affairs when you cannot. A durable power of attorney for finances is a separate legal document from the durable power of attorney for health care. You may choose the same person for both, or choose different people to represent you.



Your Privacy & Information

Privacy & Your Health Information

You have privacy rights under a federal law that protects your health information. These rights are important for you to know. Federal law sets rules and limits on who can look at and receive your health information.

Who must follow this law?

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

What information is protected?

- Information your doctors, nurses and other health care 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
- Most other health information about you held by those who must follow this law

You have rights over your health information.

Providers and health insurers who are required to follow this law must comply with your right to:

- Ask to see and get a copy of your health records
- Have corrections added 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



Your Information

If you believe your health information was used or shared in a way that is not allowed under the privacy law, or if you weren't able to exercise your rights, you can file a complaint with your provider or health insurer. You also can file a complaint with the U.S. government.

Go to www.hhs.gov/ocr/privacy/ for information.





Your Privacy & Information

A separate law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, go online to www.samhsa.gov.

How do I get copies of my medical records?

Contact the Health Information Management department located on the ground floor, east wing of the hospital: Monday through Friday 8 a.m. to 4:30 p.m., 541-732-5064.

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

- For your treatment and care coordination
- To pay doctors and hospitals for your health care, and help run their businesses
- To make sure doctors give good care, and nursing homes are clean and safe
- To protect the public's health
- To make required reports to the police

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

Adapted from U.S. Department of Health & Human Services Office for Civil Rights



“Healing takes courage, and we all have courage, even if we have to dig a little to find it.”

Do You Have Pain?

Manage your pain so your hospital stay is as comfortable as possible.

You are the expert about how you are feeling. Be sure to tell your doctor or nurse when you have any kind of pain.

To help describe your pain, be sure to report:

- When the pain began.
- Where you feel pain.
- How the pain feels—sharp, dull, throbbing, burning, tingling.
- If the pain is constant, or if it comes and goes.
- What, if anything, makes the pain feel better.
- What, if anything, makes the pain feel worse.
- How much pain, if any, your medicine is taking away.
- If your medicine helps with the pain, how many hours of relief do you get?



USE THE PAIN RATING SCALE BELOW TO TELL YOUR DOCTOR OR NURSE HOW YOUR PAIN IS AFFECTING YOU.

Wong-Baker **FACES**® Pain Rating Scale



©1983 Wong-Baker FACES® Foundation. Visit us at www.wongbakerFACES.org. Used with permission.

“In the field of observation,
chance favors only the prepared mind.”

Don't Leave Until...

6 things to know before you walk out that hospital door.



Be sure to meet with the hospital's **discharge planner** early in your stay to ensure a smooth discharge process later on.

When it's time to be released from the hospital, your physician will authorize a hospital discharge. This doesn't necessarily mean that you are completely well—it only means that you no longer need hospital services. If you disagree, you or your caregiver can appeal the decision (see *If You Disagree*, at right).

On the other hand, you may be pleased to learn that your doctor has approved your discharge. But before you can leave the hospital, there are several things that you or your caregiver must attend to.

The first step is to know who will be involved in your discharge process. This starts with the hospital's discharge planner, who may be a nurse, social worker or administrator, or may have

some other title. You and your caregiver should meet this person relatively early in your hospital stay; if not, find out who this person is and be sure to meet with him or her well before your expected discharge date.

If You Disagree

You or your support person can appeal your doctor's discharge decision. If you are a Medicare patient, be sure you are given "An Important Message from Medicare" from the hospital's discharge planner or caseworker. This details your rights to remain in the hospital for care and provides information on who to contact to appeal a discharge decision.

Make sure you have the following information before you leave the hospital:

1. Discharge summary. This is an overview of why you were in the hospital, which health care professionals saw you, what procedures were done and what medications were prescribed.

2. Medications list. This is a listing of what medications you are taking, why, in what dosage and who prescribed them. Having a list prepared by the hospital is a good way to double-check the information you should already have been keeping track of.

3. Rx. A prescription for any medications you need. Be sure to fill your prescriptions promptly so you don't run out of needed medications.

Be sure to ask what foods to stay away from while on your medications.



4. Follow-up care instructions.

Make sure you have paperwork that tells you:

- what, if any, dietary restrictions you need to follow and for how long
- what kinds of activities you can and can't do, and for how long
- how to properly care for any injury or incisions you may have
- what follow-up tests you may need and when you need to schedule them
- what medicines you must take, why, and for how long
- when you need to see your physician
- any other home-care instructions for your caregiver, such as how to get you in and out of bed, how to use and monitor any equipment, and what signs and symptoms to watch out for
- telephone numbers to call if you or your caregiver has any questions pertaining to your after-hospital care

5. Other services. When you leave the hospital, you may need to spend time in a rehabilitation facility, nursing home or other institution. Or you may need to schedule tests at an imaging center, have treatments at a cancer center or have in-home therapy. Be sure to speak with your nurse or physician to get all the details you need before you leave.

6. Community resources. You and your caregiver may feel unprepared for what will happen after your discharge. Make sure your discharge planner provides you with information about local resources, such as agencies that can provide services like transportation, equipment, home care and respite care.

Home Health Care

Part-time health care provided by medical professionals in a patient's home to maintain or restore health. It includes a range of skilled and non-skilled services, including part-time nursing care, therapy, and assistance with daily activities and homemaker services, such as cleaning and meal preparation. Medicare defines home health care as intermittent, physician-ordered medical services or treatment.

Durable Medical Equipment

Medical equipment that is ordered by a doctor for use in a patient's home. Examples are walkers, crutches, wheelchairs and hospital beds. DME is paid for under Medicare Part B and Part A for home health services.

Independent Living

Communities for seniors who are very independent and have few medical problems. Residents live in private apartments. Meals, housekeeping, maintenance, social outings and events are provided.

Assisted Living

An apartment in a long-term care facility for elderly or disabled people who can no longer live on their own but who don't need a high level of care. Assisted living facilities provide assistance with medications, meals

in a cafeteria or restaurant-like setting, and housekeeping services. Nursing staff is on-site. Most facilities have social activities and provide transportation to doctors' appointments, shopping, etc.

Nursing Home

A residential facility for people with chronic illness or disability, particularly elderly people who need assistance for most or all of their daily living activities, including bathing, dressing and toileting. Nursing homes provide 24-hour skilled care, and also are called convalescent homes or long-term care facilities. Many nursing homes also provide short-term rehabilitative stays for patients recovering from an injury or illness. Some facilities also have a separate unit for residents with Alzheimer's disease or memory loss.

Hospice

A licensed or certified program that provides care for people who are terminally ill and their families. Hospice care can be provided at home, in a hospital or in another care facility. Similar to palliative care, hospice care emphasizes the management of pain and discomfort, and addresses the physical, spiritual, emotional, psychological, financial and legal needs of the patient and his or her family.



Respite Care provides a temporary break for caregivers.

Patients spend time in programs such as adult daycare or in weeklong or monthlong stays in a care facility.



Preparing for Discharge

Going Home

When your doctor feels you are ready to leave the hospital, he or she will authorize a hospital discharge. Please speak with your nurse about our discharge procedures.

Here are a few tips to make your discharge process run smoothly:

- Be sure you and/or your caregiver has spoken with a discharge planner and you understand what services you may need after leaving the hospital. (See Don't Leave Until... on page 26 for more discharge advice.)
- Verify your discharge date and time with your nurse or doctor.
- Have someone available to pick you up.
- Check your room, bathroom and bedside table carefully for any personal items.
- Make sure you or your caregiver has all the necessary paperwork for billing, referrals, prescriptions, etc.

Billing

What a Hospital Bill Covers

The hospital bill covers the cost of your room, meals, 24-hour nursing care, laboratory work, tests, medication, therapy and the services of hospital employees. You will receive a separate bill from your physicians for their professional services.

The hospital is responsible for submitting bills to your insurance company and will do everything possible to expedite your claim. You should remember that your policy is a contract between you and your insurance company, and you have the final responsibility for payment of your hospital bill.

When You Are Discharged

Your physician determines when you are ready to be discharged.

Your physician and nurse will give you discharge instructions and answer any questions you have about managing your treatment and medications once you are home. If you are confused or unsure about what you need to do, what medications you must take, or if you have to restrict your diet or activities, don't be afraid to ask and take notes. Be sure you understand any instructions you have been given before you leave the hospital.





Preparing for Discharge

Uninsured?

Providence Health & Services cares for people and their health needs even if they can't afford to pay their bills. If you feel that you can't afford to pay your hospital bill, please let us know or request a financial assistance form. If you are eligible, you may be able to get free or reduced-cost care. Financial counselors are available to help you: 541-732-5077.



Coordination of Benefits

Coordination of Benefits, referred to as COB, is a term used by insurance companies when you are covered under two or more insurance policies. This usually happens when spouses or partners are listed on each other's insurance policies, both parents carry their children on their individual policies, or there is eligibility under two federal programs. This also can occur when you are involved in a motor vehicle accident and have medical insurance and automobile insurance.

Most insurance companies have COB provisions that determine who is the primary payer when medical expenses are incurred. This prevents duplicate payments. COB priority must be identified at admission in order to comply with insurance guidelines. Your insurance may request a completed COB form before paying a claim, and every attempt will be made to notify you if this occurs. The hospital cannot provide this information to your insurance company. You must resolve this issue with your insurance carrier in order for the claim to be paid.

Medicare

This hospital is an approved Medicare provider. All services billed to Medicare follow federal guidelines and procedures. Medicare has a COB clause. At the time of service, you will be asked to answer questions to help determine the primary insurance carrier paying for your visit. This is referred to as an MSP Questionnaire and is required by federal law. Your assistance in providing accurate information will allow us to bill the correct insurance company.

Medicare deductibles and co-insurance are covered by your secondary insurance. If you do not have secondary insurance, you will be asked to pay these amounts or establish a payment plan. If you are unable to pay these amounts, we will help you determine if you qualify for a state-funded program.



For Self-Pay Patients

Patient Financial Services will send statements for payment of self-pay accounts. You will receive two to three billing statements and two to three telephone calls over a 90-day period to obtain a payment or to make payment arrangements. If payment arrangements are not established and no payment is made during the 90-day period, the account will be placed with a collection agency. If you need an itemized statement, you can obtain one by calling our customer service department at the number listed below. If you have any questions regarding your billing statement, you can contact Patient Financial Services at 541-732-5077.

Commercial Insurance

As a service to our customers, we will forward a claim to your commercial insurance carrier based on the information you provide at the time of registration. It is very important for you to provide all related information such as policy number, group number and the correct mailing address for your insurance company.



“In compassion lies
the world’s true strength.”

For the Caregiver

Your role as a patient advocate.



While your loved one is in the hospital, who will speak up for him or her? You can, by being the patient’s advocate—the person who will help the patient work with doctors, nurses and hospital staff. To help your loved one make the best decisions about his or her care and treatment, follow the advice in the caregiver list at right.

While you are making sure that your loved one’s needs are being met, don’t neglect your own. Caregiving is a stressful and time-consuming job. You may neglect your diet, your normal exercise routine and your sleep needs. You may find that you have little or no time to spend with friends, to relax or to just be by yourself for a while. But downtime is important. Don’t be reluctant to ask for help in caring for your loved one. Take advantage of friends’ offers to help and look into local adult daycare programs. Find out more about how you can ease the stress of caregiving at www.caregiver.org.

CAREGIVER...

know what condition your loved one is being treated for.

patient’s rights

Know your patient’s rights and responsibilities (see page 16).

advance directives

Know whether or not your loved one has an advance directive and if so, what it specifies (see page 22).

ask questions

If your loved one is too ill or reluctant to ask questions, make note of his or her concerns and any you may have and don’t be afraid to speak up (see *Speak Up!* on page 15).

what’s next?

Will your loved one need home care or care at another facility? Ask to speak with a case manager to find out what your options are.



Giving Back



- There are many ways to help your community.

Helping Us Help Others

Providence Community Health Foundation is honored to support a range of services at Providence Medford Medical Center. With your help, the foundation can continue to support access to life-saving services in our community.

Please consider making a donation to Providence Community Health Foundation. It's a meaningful way to honor a loved one or recognize outstanding patient care.

For information, call 541-732-5193 or go to www.providence.org/medford.

Volunteers

During your stay, you will meet the friendly volunteers who are members of Providence Guild. Services provided by the Guild include the gift shop, information desk, short-stay unit and more than a dozen other services helping patients and staff. If you would like to learn more about volunteering, please contact the Guild Office at 541-732-5179.





Resources

Staff Definitions

Hospitalists (Doctor)

Hospitalists are doctors who specialize in treating hospitalized patients and are referred by your physician. Providence hospitalists are available to you 24/7.

Nurses

In each nursing unit, a registered nurse is responsible for supervising patient care and directing the nursing and support staff of the unit. Registered nurses are assisted by certified nursing assistants or technicians. A charge nurse is on duty in all nursing areas 24/7.

Certified Nurse Assistant (CNA)

A care team member who helps patients with daily activities such as bathing, walking or bathroom assistance.

Dietitians

A registered dietitian will review your medical record and work with your health care team to develop a nutrition care plan for you. Registered dietitians also are available to educate you about any diets you may need to follow after you are discharged.

Rehabilitation Therapists

Physical therapists, occupational therapists, speech pathologists and audiologists will work with you, your family and your medical team to help meet goals of recovery. Therapy may range from brief consultation to long-term intervention, based on the extent of your injuries or illness.

Technicians and Technologists

Skilled health professionals perform and assist with laboratory and diagnostic procedures to help diagnose and treat your illness or injury. Tests may include X-ray, mammogram, ultrasound, CT scan, MRI, cardiac catheterization and radiation therapy.

Case Management

Case managers are assigned to each patient care area; and are trained to help patients and family members deal with long-term illnesses, rehabilitation and discharge planning. Please ask your nurse or physician if you would like to speak with a case manager.

Pharmacists

While you are in the hospital, all of your medications are dispensed by our hospital pharmacists. They can answer any questions you have regarding your medications.

Chaplain

The hospital chaplain and a group of volunteer ministers are available to all patients and their families. A prayer ministry is available for the sharing of prayer with staff members. Please contact your nurse to request these services. A chapel is located on the third floor.

Volunteers

Volunteers give thousands of hours each year to our hospital to enhance the care of our patients and their families. They provide support throughout



the hospital, including staffing the information desk, delivering mail and flowers, operating the gift shop and escorting patients.

Hospital Resources

Guest Housing

Affordable on-campus lodging is available to out-of-town patients and their families. Providence House offers eight home-like suites, a large community room with full kitchen facilities and a utility room equipped with washers and dryers. Call 541-732-5466 for information and reservations.

American Cancer Society



Cancer Resource Center

Located in Providence Cancer Center, the American Cancer Society Cancer Resource Center is staffed with volunteers to provide current cancer-related information and resources to patients, their families and caregivers. The center is open to the public and offers personal help in a comfortable setting. Support and education are available in person, online, in books and brochures. For information, call 541-732-7004.

Health Information Web Library

Providence offers a comprehensive online health information library at www.providence.org/medford. You can research diagnostic and surgical procedures, drug information, diseases and conditions, cancer treatment, alternative medicine and much more.

Outpatient Nutritional Services

To consult a dietitian on an outpatient basis, call 541-732-5288.

Health Information Management (Medical Records)

A record of your visit is made each time you visit the hospital.

Although this information is provided to the professionals who contribute to your care, a network of federal and state regulations protects the privacy of your health information and access to it. Under new federal regulations that are addressed in the Health Insurance Portability and Accountability Act (HIPAA), health care providers are required to protect your privacy.

Rehabilitation

Providence Rehabilitation Services is committed to providing a comprehensive array of exceptional inpatient and outpatient rehabilitation services. They help patients reach their goal of returning to optimal function as quickly as possible, promoting physical wellness, preventive strategies and educating patients to achieve the best outcomes. Providence Inpatient



Resources

Acute Care Program is certified by The Joint Commission as a primary stroke center for meeting the highest standards of care. Call 541-732-6619 for information.



Connections

A free, non-medical community service, Providence Connections helps people coping with serious or advanced illness by coordinating professional case management and specially trained volunteers to provide supportive services, practical assistance and education.

Home Care

Professional health care services for individuals with medical needs who cannot easily leave their residence for therapy or medical appointments. Conditions may include recovery from stroke or major injury; joint replacement; major surgery; wound care; neurological conditions such as Parkinson's, dementia and MS; or recovery from a recent hospitalization.

Palliative Care

Focused on alleviating suffering and promoting quality of life, palliative care is an interdisciplinary approach provided in the hospital or residence for individuals and their families living with advanced, serious or progressive illness.

Hospice

Hospice care is similar to palliative care, yet it is for individuals in the last six months of life when aggressive medical treatments are no longer working or desirable.

Joint Notice of Privacy Practices of Providence Health & Services, Oregon Region

At Providence Health & Services, we actively practice our core values of respect, compassion, justice, excellence and stewardship. We have always respected patients' rights and maintained a high level of confidentiality of medical information. We understand that information about you is personal, and we are committed to protecting your medical information.

The Health Insurance Portability and Accountability Act (HIPAA) has been created to protect health information and patients' rights regarding this information. Providence Health & Services fully supports this law. We encourage you to review our Joint Notice of Privacy Practice carefully. Our Joint Notice of Privacy Practice applies to all Providence Health & Services-Oregon Region hospitals, clinics, other facilities, services, programs, employees, providers and medical staff members. This notice gives you detailed



information about your rights regarding your personal and health information, and how it may be used and disclosed by Providence Health & Services.

You may obtain a copy of the Joint Notice of Privacy Practice from our Admitting Department. If you have any questions or concerns regarding this notice, please contact the Providence Health & Services-Oregon Region Privacy Office at 503-216-4472 or toll free 888-231-4697.

Patient Directory “Opt Out”

This Providence facility maintains a patient directory that is a listing of patient information including your name, your location within our facility and a one-word condition (such as good or fair). When you are admitted, you are automatically entered into the patient directory. The information is given out to individuals inquiring about you in person or over the telephone.

If you do not want for us to release your directory information, you may notify us at the time of admission or at any time during your stay. If you choose to “opt-out” of the patient directory, Providence will not provide information to anyone (outside your health care team) who inquires about you. This means:

- No visitors, including family members, will be directed to your room.
- No phone calls will be connected to your room.
- We will not respond to any inquiries about your condition.
- Florists and delivery people cannot be told your location.
- If someone is here to pick you up, we may not be able to provide information that you are in the facility.

Providence Medical Group Clinics

PMG - Ashland
541-732-8300

PMG - Cardiology
541-732-7850

PMG - Central Point
541-732-8000

PMG - Doctors Clinic
541-732-6000

PMG - Eagle Point Family Medicine
541-826-8160

PMG - Eagle Point Pediatrics
541-830-4060

PMG - General Surgery
541-732-7874

PMG - Medford Family Practice
541-732-7950

PMG - Medford Medical Clinic
541-734-3430

PMG - Medford Pediatrics
541-732-8370

PMG - Neurology
541-732-8400

PMG - OB/Gyn Health Center
541-732-7460

PMG - Phoenix Family Practice
541-535-1274

PMG - Physiatry
541-732-8360

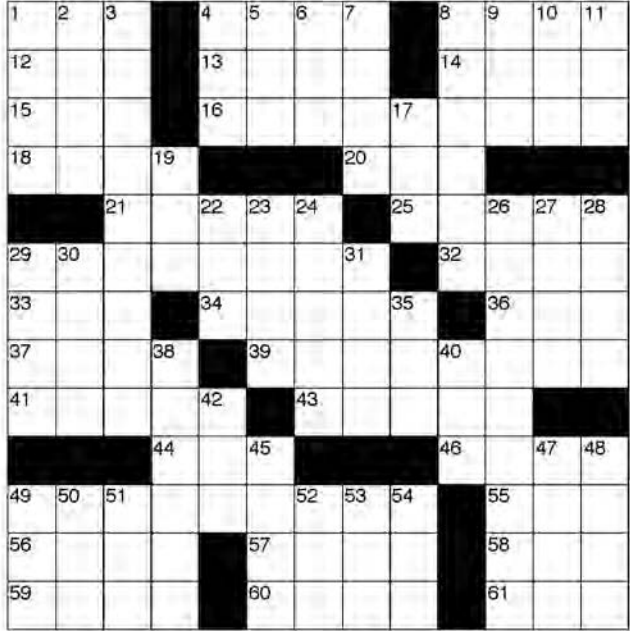
PMG - Vascular and General Surgery
541-732-8388

“The more you use your brain, the more brain you will have to use.”

Crossword

ACROSS

- 1 Israelite tribe
- 4 Biblical giants
- 8 Universe (pref.)
- 12 Stitchbird
- 13 Synthetic rubber
- 14 Table scraps
- 15 Eg. god of pleasure
- 16 Tallow (2 words)
- 18 Madame Bovary
- 20 Commotion
- 21 Padded jacket under armor
- 25 Son of Zeus
- 29 Dish (2 words)
- 32 Ganda dialect
- 33 Agent (abbr.)
- 34 Indian sacred fig
- 36 "Blue Eagle"
- 37 Ravine
- 39 Immense
- 41 Swelling
- 43 State (Ger.)
- 44 Medieval shield
- 46 Before (Lat.)
- 49 Culm (2 words)
- 55 Fiddler crab genus
- 56 Snake (pref.)
- 57 Unfledged bird
- 58 Centers for Disease Control (abbr.)
- 59 Love (Lat.)
- 60 Tooth (Lat.)
- 61 Exclamation



Source: www.sahoramedia.com

- 8 Banner
- 9 Yellow ide
- 10 As written in music
- 11 Mountain standard time (abbr.)
- 17 Amer. Dental Assn. (abbr.)
- 19 Pointed (pref.)
- 22 End
- 23 Auricular
- 24 Rom. historian
- 26 Build
- 27 Irish sweetheart
- 28 Hall (Ger.)
- 29 Created
- 30 Old-fashioned oath
- 31 Beer ingredient
- 35 Afr. worm
- 38 Vomiting
- 40 Drain
- 42 Amer. Cancer Society (abbr.)
- 45 Habituated
- 47 Alternating current/direct current (abbr.)
- 48 Apiece
- 49 Tibetan gazelle
- 50 Revolutions per minute (abbr.)
- 51 Exclamation
- 52 Nautical chain
- 53 Belonging to (suf.)
- 54 Manuscripts (abbr.)

DOWN

- 1 Deride
- 2 Attention-getting sound
- 3 Raze
- 4 Amer. Bar. Assn. (abbr.)
- 5 Pigeon
- 6 Black cuckoo
- 7 Hindu god of love

ANSWER KEY



“Keep the circus going inside you, keep it going, don't take anything too seriously, it'll all work out in the end.”

Word Search

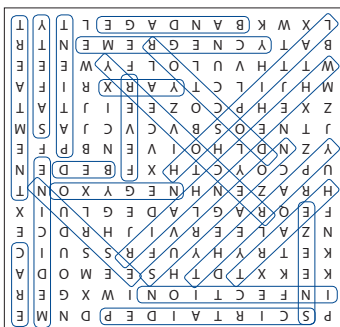
P S C I R T A I D E P D N M E
 I N F E C T I O N I W X G E R
 K E K X T D T H S E E M O D A
 K E T R Y H Y U F R S S U I C
 N Z A L E E R V I J H R D C E
 F E Q R A G L A D E G L U I B
 H R A Z E N H N E G Y X O N T
 U P C O Y C T H X F B E D E N
 Y Z N D L H O I V E N B P F E
 J T N E O S B V C V C J A S M
 Z X E H P C O Z E E I J T A T
 M H J I L C T Y A R X R I F A
 W T T H V U L O L F Y W E E E
 B A T Y C N E G R E M E N T R
 L X W K B A N D A G E L T Y T

- BANDAGE
- BED
- CARE
- DOCTOR
- EMERGENCY
- FEVER
- HEART
- HOSPITAL
- INFECTION
- MEDICINE
- NURSE
- OXYGEN
- PATIENT
- PEDIATRICS
- RECOVERY
- SAFETY
- SNEEZE
- SURGEON
- THERAPY
- TREATMENT
- WHEELCHAIR
- XRAY

How did you do?

Check your answers below.

ANSWER KEY



Sudoku

Fill in the blank squares so that each row, each column and each 3-by-3 block contain all of the digits 1 through 9.

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| 6 | | | 3 | | 1 | 7 | 9 | 2 |
| 5 | | 1 | 4 | 7 | 2 | 3 | 8 | 6 |
| | 2 | 3 | | 9 | 8 | 4 | 1 | 5 |
| 8 | | | 1 | | 7 | 2 | 6 | 4 |
| | | 2 | | | 6 | 1 | | |
| 1 | 3 | 6 | | | 4 | 8 | 7 | |
| 9 | | | 2 | | 3 | | | |
| 2 | 1 | 5 | | | 9 | 6 | 3 | 7 |
| 3 | | 8 | 7 | | 5 | 9 | | |

ANSWER KEY

How did you do?

Check your answers here.



| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| 1 | 2 | 9 | 5 | 6 | 7 | 8 | 4 | 3 |
| 7 | 3 | 6 | 9 | 4 | 8 | 5 | 1 | 2 |
| 8 | 4 | 5 | 3 | 1 | 2 | 6 | 7 | 9 |
| 9 | 7 | 8 | 4 | 2 | 5 | 3 | 6 | 1 |
| 3 | 5 | 1 | 6 | 8 | 9 | 2 | 7 | 4 |
| 4 | 6 | 2 | 7 | 3 | 1 | 9 | 5 | 8 |
| 5 | 1 | 4 | 8 | 9 | 6 | 3 | 2 | 7 |
| 6 | 8 | 3 | 2 | 7 | 4 | 1 | 9 | 5 |
| 2 | 9 | 7 | 1 | 5 | 3 | 4 | 8 | 6 |

Source: www.sudoku-puzzles.net



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