



## Welcome to Regional West Medical Center

Regional West Medical Center welcomes you as our patient and guest.

Our goal during your stay is to provide an environment that is compassionate and responsive to your needs. We will do everything in our power to provide the very best of care, comfort, and information. That is our commitment to you.

To meet this goal, we need to hear from you if you have **any** concerns about your care or **any** needs that are not being addressed. Our Guest Relations Department knows how to help and can be reached during normal business hours by dialing Ext. 1442. After hours, simply ask a staff member to contact the house supervisor. The house supervisor is the on-site individual who is in charge of the hospital at that time. (You may also contact the house supervisor directly by dialing Ext. 1818, entering beeper number 149 when prompted, and then entering the extension of the telephone in your room.) If, at any time, you feel that circumstances warrant, you may also contact me directly. My hospital extension is 1467 and my home telephone number is 308.632.5044. **All** of us at Regional West Medical Center are committed to your complete satisfaction.

Regional West Medical Center is fully accredited by The Joint Commission. Their regular surveys and on-going monitoring of our performance ensure that we are meeting the highest standards of care. If we are unable to resolve your concerns, The Joint Commission's Office of Quality Monitoring can be reached at 800.994.6610 toll-free or by e-mailing [complaint@jointcommission.org](mailto:complaint@jointcommission.org). For additional contact information, please see the "Important Numbers" section on page 2.

Serving you is a privilege and a responsibility that we take very seriously at Regional West Medical Center.

Sincerely,

Todd S. Sorensen, MD, MS  
President and Chief Executive Officer

## **Our Mission and Vision**

*Regional West Medical Center cares for your health and well-being. We pledge to provide the finest personalized health services in partnership with those entrusted to our care. We believe our future is in the promotion of wellness, innovation, education, and leadership.*

Regional West Medical Center recognizes the importance of respecting your dignity, independence, positive self-regard, civil rights, and involvement in your care. For this reason, Regional West Medical Center has adopted the Patient Bill of Rights to assure that you are advised of what to expect from the hospital and what the hospital expects from you. Observance of these rights and responsibilities will contribute to more effective care and greater satisfaction for you, your physician, and Regional West Medical Center.

Regional West Medical Center does not discriminate in the employment of personnel, or in the admission, placement, method of payment, or treatment of patients.

## **Important Numbers**

If you are calling from outside the hospital, please dial the prefix “630” before the room or extension number unless you are calling the Restorative Care Unit and 2 East. Patient rooms may be reached by dialing “630-2” plus the room number. See the telephone section in this guide for directions to dial a room directly.

*If you are calling from inside the hospital, dial:*

Chaplain	1480 or press “0” and have the operator page the chaplain
Guest Relations	1442
Hearing Impaired TDD/TTY	1915
Local Calls	9 + local number
Long Distance	Dial “0” and the hospital switchboard will dial an outside operator
Patient Financial Services	1789
Community Pharmacy	1900
Road Conditions	1 + 800.906.9069
Social Services	1329 or press “0” and have the operator page a social worker
Telecommunication Device	Dial “0” and ask for the nursing supervisor
Joint Commission	E-mail: <a href="mailto:complaint@joint.commission.org">complaint@joint.commission.org</a>
	Fax: Office of Quality Monitoring 630.792.5636
	Mail: Office of Quality Monitoring The Joint Commission One Renaissance Boulevard Oakbrook Terrace, IL 60181
	Toll-free: 800.994.6610

## **Patient Bill of Rights**

*As a patient at Regional West Medical Center, you have the right to:*

- Nondiscriminatory access to care in a safe and secure environment within the hospital's capability, mission, and applicable laws and regulations. This environment supports the positive self-image of patients and preserves your human dignity.
- Storage space that will be provided for your personal clothing and other items and for displaying cards, flowers, etc. unless this infringes on other's rights or they are not allowed for medical or therapeutic reasons. You are responsible for any valuables you elect to have with you, so we encourage you to leave valuable items at home.
- Be an active, informed decision-maker regarding all aspects of your plan of care, and with your permission, have your family or someone who represents you participate in care decisions when appropriate. Decisions are based on your care, service and treatment needs in accordance with hospital policy and scope of services and not on your source of payment for this hospitalization.
- Consent to or refuse any care, treatment, or service (unless mandated by state law) and be informed of the medical consequences of your decisions. You should be informed of the risks, benefits, side effects, alternatives, and likelihood of achieving your care and treatment goals. You should also be informed about the outcomes of care and treatments that have been provided, including unanticipated outcomes, so you can participate in current and future decisions about your care. If you are unable to make decisions about consenting to or refusing any care, treatment, or service, a surrogate decision-maker will be identified according to applicable laws, hospital policy, and existing Advance Directive (Living Will, Durable Power of Attorney for Health Care or other document).
- Have access to visitors, mail, and telephone services appropriate to your care needs. Any restrictions on communication will be fully explained to you and your family and these restrictions will be determined with your participation. The hospital may restrict your visitors, mail, telephone calls, or other forms of communication for therapeutic effectiveness or safety. Requests for access and space for private telephone conversations that are not immediately available to you in your care setting will be accommodated according to your care needs.
- Participate in decisions regarding transfer to another unit or facility. Your right to treatment or service is respected and supported.
- Considerate and respectful care that recognizes your personal values, beliefs, and preferences.
- Know the professional status of the individuals prescribing and providing your care, including the name of the physician or other practitioner primarily responsible for your care and all other physicians/practitioners who will provide the care, treatment, or service. Upon admission as an inpatient, any patient who presents to the hospital who has not been referred by or is not the patient of a specific physician, who is a member to Regional West Medical Center Medical staff, will be assigned to a specific physician using the on-call list provided by the Medical Staff office. As a patient, you still have the right to request your own physician.

- Request consultation with a specialist or a second medical opinion at your expense.
- Formulate an Advance Directive to facilitate health care decisions and to have it honored within the limits of the law and this hospital's mission and philosophy. You also have the right to modify or revoke your Advance Directive at any time. The existence or lack of an Advance Directive does not determine your access to care, treatment, or services. You can receive assistance from the hospital to formulate an Advance Directive at your request.
- Be involved in ethical considerations or dilemmas that may arise during your care including conflict resolution, withholding resuscitative services, or foregoing or withdrawal of life-sustaining treatment. You or someone who represents you and your wishes may personally access the hospital's Bioethics Committee or Guest Relations Department for consultation and support when appropriate.
- Expect and receive consideration for privacy and confidentiality concerning medical care, communication, and information related to your health care. You have the right to know any limitations on the confidentiality of information learned from or about you. You have the right to access, request amendment to, and receive an accounting of disclosures of your health information as permitted under applicable laws.
- Be informed of the hospital policies, rules, and regulations that apply to your conduct as a patient.
- Agree or refuse to participate in clinical training programs, investigational programs, or research treatments, and to periodically review that decision. Refusal to participate or discontinuing participation will not compromise your access to care, treatment, or services.
- Present a recommendation, change, or complaint to the hospital or state authorities and receive a timely response without being subjected to coercion, discrimination, reprisal, or unreasonable interruption of care, treatment, or service.
- Receive information that you understand. You will be given the opportunity to preview written information, ask questions to your satisfaction, and indicate your understanding of the information. Audio, visual, and translation services or other aids may be requested by you to enhance communication.
- Education about your health status, pain control, health care options and consequences of selected options to assist in your decision-making, involvement in continued care, and promotion of a healthy lifestyle.
- Respected and supported pain management. This hospital plans, supports, and coordinates activities and resources to assure that the pain of all patients is recognized and addressed appropriately. This includes an initial assessment and regular assessments of pain, education of all relevant providers in pain assessment and management, education for you and your family when appropriate, regarding your roles in managing pain as well as the potential limitations and side effects of pain treatments. Your personal, cultural, spiritual, and/or ethnic beliefs will be considered as we work with you in your pain management plan of care.
- Express spiritual beliefs and cultural practices that do not harm others or interfere with the planned course of medical therapy. For many patients, pastoral care and other spiritual

services are an integral part of health care and daily life. This hospital is able to provide for pastoral care and other spiritual services for patients who request them.

- Participate or decline in the donation of organs and other tissues.
- Request an itemized bill for services provided during your hospital stay.
- Access protective services (guardianship and advocacy services, conservatorship, child or adult protective services). Our hospital social worker will be able to assist you, your family, or the courts with names, organizations, or other resources to help determine the individual's needs for such services.
- Involve family or someone who represents you and your wishes (surrogate decision-maker) in every aspect of the care at the end of life as appropriate and within applicable laws and regulations. The hospital uses a formal process to support this involvement through Guest Relations and/or the Bioethics Committee. Policies and procedures guide clinicians in the appropriate format for medical record entries.
- Be involved in the decision and consent for recording and filming of care, treatment, and services for internal organizational and external purposes, which include the circumstances of the use of the recording or film. You have the right to rescind consent or use, up until a reasonable time before use, or the right to request filming or recording be stopped.
- Notify management if you have a concern about your care. Please see the Condition Help booklet and fact sheet located in the admissions packet.

### **Patient Responsibilities**

The safety of health care delivery is enhanced when patients are partners in the health care process. Hospitals are entitled to reasonable and responsible behavior on the part of the patients. As a patient at Regional West Medical Center and our partner in the safe delivery of care, you are responsible for:

- Participating actively in your health care and asking questions of physicians and hospital staff when any aspect of your care is not clear to you.
- Providing the health care provider with accurate and complete information about medical history and other matters related to your health (present complaints, past illnesses, hospitalizations, medications, and any risks you perceive in your care).
- Following instructions about the care, treatment, and service plan developed. Please express any concerns you might have about your ability to follow the proposed plan of care based on your specific needs or limitations. When possible, adaptations will be made in the plan of care to better meet your needs or limitations. You will be informed of the expected outcomes as well as the consequences of the care, treatment, and service alternatives.
- Accepting outcomes and consequences if you do not follow the care, treatment, and service plan.

- Communicating your wishes, expectations, and treatment goals to physicians and hospital staff formally through Advance Directives or informally through spoken communication.
- Discussing pain relief and management options and expectations with your doctor or nurse, being involved in developing a pain management plan, and requesting pain relief when pain first begins. You will be asked to assist the doctor or nurse in pain measurement and notify them if your pain is not relieved.
- Observing hospital rules and policies and the rights of other patients and hospital staff.
- Considering and respecting the hospital staff and property.
- Considering and respecting other patients and ensuring that your visitors are considerate; particularly with regard to noise, number of visitors, and observance of visiting hours. The use of telephone, television, radio and lights must be in a manner that is not disturbing to roommates or other patients. You and your family are expected to be considerate of property belonging to both the hospital and that of other patients.
- Maintaining the treatment plans prescribed by the health care provider and keeping the physician notified of any changes in health status.
- Meeting your financial obligations to Regional West, doctor(s), and other care providers. This includes providing information needed for insurance processing, reviewing credit options when needed, and asking questions about any part of your bill you do not understand.
- Notifying management if you have a concern about your care. Please see the Condition Help booklet and fact sheet located in the admissions packet.

### **Admissions Department**

The Admissions Department is located on the ground floor of the hospital's main entrance. Please stop and register when you arrive.

At the time of your admission to the hospital, we will verify information regarding your scheduled admission. This information is confidential.

### **Advance Directive**

All patients are asked if they have or wish to make an Advance Directive. If you have an Advance Directive such as a Living Will, Health Care Proxy, or Durable Power of Attorney for Health Care, please bring a copy of this with you. If you need help writing an Advance Directive, we can provide you with information and assistance. Ask your nurse to contact the nursing supervisor for assistance. Regional West Medical Center uses the "Five Wishes" booklet.

### **Bioethics Committee**

Making decisions about patient care can be difficult. Often there are conflicts or other dilemmas that confront the patient, family, and the care providers. Regional West Medical Center recognizes the importance of having the patient, family, and/or significant others involved in resolving dilemmas

about care decisions. The hospital has a multidisciplinary Bioethics Committee available to serve as an advisory body to medical staff, administration, patients, and their surrogates regarding ethical and moral decisions pertaining to care provided in this institution. This committee applies hospital policies and procedures to assist in conflict resolution. It does not render treatment decisions, but provides consultation and support while promoting the physician/patient relationship and that decision-making process.

The committee may be accessed not only by staff and physicians but also by patients, their families, and significant others. To access the committee, please contact one of the committee co-chairs:

**Marilyn Stoddard** at Ext. 1474 or 308.630.1474 (when dialing from outside the hospital)

Or

**Tom Holyoke** at 308.635.5000

During weekend and night hours or if the chairperson is not immediately available, ask your nurse to contact the nursing supervisor. The supervisor will forward your request to the chairperson concerning the care and treatment of a particular patient.

### **Cellular Phones**

Regional West Medical Center allows the use of cell phones and other wireless personal communication devices within the medical center. However, we prefer patients and visitors remain in public areas while using their wireless devices. Public areas include: lobbies, The Gift Shop, meeting rooms, employee/physician lounges, waiting rooms, and the Park Bench cafeteria. We would like to remind you to be courteous and mindful of others privacy while using your wireless device.

### **Chaplain Services**

Regional West Medical Center's chaplain is available 24 hours a day for patients and their families in need of spiritual support. To access the chaplain, dial the operator "0" and have him/her page the chaplain. The hospital chapel is located on the first floor at the opposite end of the hallway from the main elevators.

### **Check Cashing/ATM**

Checks can be cashed at the cashier's office in the main lobby Monday through Friday from 7 a.m. to 5 p.m. for up to \$20. An automatic teller machine (ATM) is located on the ground floor near the elevator in the front lobby and in the hallway near the cafeteria.

### **Coffee cart**

The Daily Grind coffee cart is available in the main lobby near the Gift Shop Monday through Friday during regular business hours. Enjoy a latte, espresso, cappuccino, mocha, coffee, seasonal drink, or smoothie. A portion of the proceeds benefit The Volunteers and Friends of Regional West.

## **Discharge Planning**

Representatives from Regional West Patient and Family Services are available to assist with your discharge planning needs. We will coordinate home care services, nursing home placement, transfers, to other hospitals or assist you with financial questions or concerns. You may contact us directly by dialing Ext. 1329 from your room telephone or if you are calling from outside of the hospital, we may be reached at 308.630.1329.

## **Financial**

A patient billing representative will assist you with insurance questions and will consolidate all financial information necessary for filing your Medicare, Medicaid, or health insurance. Financial counselors are also available to discuss payment arrangements.

## **Flowers**

When you receive flowers and you have indicated you want to be included in the hospital directory, Regional West Medical Center volunteers will deliver them to your room. Due to the potential for allergic reaction from latex, latex balloons are no longer permitted in the hospital. Mylar balloons are accepted and encouraged. Live evergreen in floral arrangements is also prohibited due to allergies.

Plants and flowers are not permitted in the intensive care unit rooms. You will receive a card notifying you that flowers have been sent with directions to notify the florist when you are transferred from the intensive care unit. You may also call the information desk volunteer at Ext. 1392 who will notify the florist for you.

## **Foundation**

Regional West Foundation raises, manages and distributes funds to enhance the services, programs, and projects of Regional West Health Services. The Foundation supports projects to strengthen health care services that are essential to the quality and growth of our local medical community, including new technology, building improvements, and health education scholarships.

The Foundation has a well-established gift planning program to assist donors, and welcomes corporate, organizational, and individual gifts. For more information about the tax benefits of charitable giving, call Shelley Knutson at 308.630.2244 or your personal financial planner. All gifts to Regional West Foundation are tax-deductible to the extent allowed by law.

## **Gift Shop**

The Gift Shop offers a variety of gift choices as well as reading material, all occasion cards, jewelry, candy, fresh, and silk flower arrangements and personal care items. The shop is located in the main entrance lobby. The shop is open from 9 a.m. to 5 p.m., Monday through Saturday; and 1 to 4 p.m. on Sunday.

**Guest Relations/Patient Advocate**

Guest relations provides professional, personalized service to patients, families and visitors. We serve as a link between you the patient, your family and Regional West Medical Center, enhancing your experience by focusing on optimal customer satisfaction.

If you have a concern about your care, safety or physician while you are a patient, please ask for the unit director, charge nurse, house supervisor or call guest relations and they will address your concern at that time.

Please contact guest relations at 308.630.1442. We would be happy to assist you with any questions or concerns.

**Hearing Impaired**

Regional West Medical Center provides translators for the hearing impaired as well as devices to assist the hearing impaired. Please request assistance when being admitted and your nurse will be happy to provide you with a translator or hearing device. TDD/TTY 308.630.1915

**Home Care/Hospice**

Regional West Medical Center offers a choice of agencies for home health and hospice services to all qualifying persons. Home health agencies throughout the region offer the following services: skilled nursing; bath assistance; physical, occupational, and speech therapy; IV (infusion) therapy; maternal/child care; medication assistance, and private duty services. Hospice care is for patients with a limited life expectancy of six months or less. Hospice services focus on providing comfort and support to patients and families. Home care or hospice services offered may be covered under your insurance, Medicare, or Medicaid. Talk with your discharge planner before leaving the hospital about how home health or hospice agencies can assist you. A social worker and/or a patient care representative will manage coordination for referrals to the home health agency or hospice selected by the patient or his/her legally authorized representative.

**ID Bracelet**

You will receive an identification bracelet when you are admitted. Because we must be sure of accurate patient information at all times, we ask you to wear your bracelet throughout your stay. Maternity patients and one other person if designated by the mother will both be given ID bracelets with the child's identification number on the band.

**Insurance**

If your insurance card indicates that pre-authorization or pre-certification is required, it is your responsibility to contact your insurance company for authorization before you are admitted to Regional West Medical Center. Failure to obtain this authorization may result in reduced insurance benefits. Insurance, Medicare, and private pay patients will receive itemized statements. Medicaid patients do not receive itemized statements.

A patient has the right to see the current list of Regional West Medical Center's top 20 diagnostic - related groups (DRGs). The Patient Account Department will be glad to show you a copy of this list.

## **Lodging: Inn Touch**

Inn Touch offers accommodations for out-of-town patients who are being treated on an outpatient basis or visitors who have friends or family members being treated at Regional West Medical Center. For a reasonable price you can enjoy transportation to and from the hospital when needed, as well as meals and other conveniences. For reservations or for more information, call 308.630.1222.

## **Lost Articles**

To inquire about lost articles, call guest services at Ext. 1442 or 308.630.1442 (outside of the hospital) between 8 a.m. and 5 p.m., Monday through Friday.

## **Mail**

Volunteers deliver mail to inpatients who have indicated they want to be included in the hospital directory each afternoon Monday through Friday. These volunteers also pick up outgoing mail. In addition, there is a receptacle for outgoing mail on the first floor across from the cafeteria. Pickup time is after 2 p.m.

## **Meals**

The Park Bench cafeteria is located on the main floor of the hospital. The Park Bench is open 6 a.m. to 7 p.m. weekdays and 6:30 a.m. to 2 p.m. on weekends. Hot meals are served for visitors and employees during the following hours: breakfast 6 to 10 a.m., lunch 11 a.m. to 1:15 p.m. and dinner 4:30 to 6:45 p.m., Monday through Friday and until 2 p.m. on weekends.

Room service is available for our patients anytime between 6:45 a.m. and 7:15 p.m. To place an order, simply dial Ext. 2255 (CALL) from your room phone. A meal will be delivered within 45 minutes of the order placement.

Your guests may also order off of our room service menu for a nominal fee. The call center can process your credit card over the phone or the meal can be paid by cash or check in the Park Bench cafeteria.

Room service for the Behavioral Health Unit and the Acute Rehab Unit is tailored for those areas. Please visit with your nurse for more details.

## **Medications**

While you are a **patient in the hospital** you will be receiving medications as a part of your therapy. These medications are covered by insurance plans and Medicare.

Many patients bring their medications or a list of their medications and dosages with them upon admission to the hospital so that the physician can verify the medications and doses. Following review of the medications we recommend that the medications be sent home with a friend or family member. If this is not possible, the hospital has a place to store them safely until you are discharged from the hospital. This practice helps eliminate the possibility that you receive extra doses, receive medications which might interact with each other, or receive medications of which your physician is unaware.

If you are admitted under the status of **observation** or as an **outpatient** and are covered by Medicare, you will be financially responsible for all oral medications administered to you during your stay.

Medicare does not cover medications for these admissions. It is a Regional West Medical Center policy to not allow patients to administer their own medications brought from home.

If you wish to have your prescriptions filled upon discharge, you may either have your nurse call your prescriptions in or you may bring them to Community Pharmacy at Regional West. The Community Pharmacy is the outpatient retail pharmacy located in Medical Plaza South and can be reached by calling 308.630.1900. The Community Pharmacy hours are Monday through Friday 9 a.m. to 6 p.m. and Saturday from 9 a.m. to 2 p.m. A current copy of your prescription insurance card is required before prescriptions can be filled. Most third party prescription plans are accepted. The Community Pharmacy also has a convenient drive-up window where you may pick up and/or drop off your prescriptions. Take-home prescriptions can not be charged to your hospital bill and will require payment at the time they are picked up.

At discharge from the hospital you will be given a list of recommended medications to take at home. You should compare this list with what you have normally been taking at home. If you have questions about any medication on the list, please ask questions while you are a patient, or contact your care provider for clarification. Share this list with the provider(s) who will be doing your follow up care. Remember to update this list with your care providers when you add or stop taking a medication.

### **Newspapers**

Newspapers are available in the vending machines located near the Park Bench Cafeteria and near the Emergency Department entrance.

### **Notary Public**

Notary services are available at any time during your stay. You can access the notary service by pressing "0" on your telephone and asking for the house supervisor.

### **Parking**

Patients who drive to Regional West Medical Center may park free in the visitors' lot south of the hospital. If you expect to be here for several days, ask a staff member to have a security officer check your car periodically. Parking for passenger unloading is available at the main entrance and the Emergency Department entrance. Parking for passenger loading after dismissal is located on the north entrance in the circle drive.

### **Patient Room**

We will make every effort to honor your choice for a private or semi-private room unless your condition, doctor's orders, or bed availability requires a change.

### **Patient Satisfaction Survey**

After you return home, you *may* receive a phone call from our patient satisfaction survey company, HealthStream Research. Please consider giving them five minutes to answer questions about your hospital stay or outpatient service at Regional West Medical Center. We strive to provide the best care and service possible and your input helps us to do so. If you do not receive a phone call and would like to share your opinion, you may call, write, or e-mail Karla Edwards, Director of Service

Excellence, at 308.630.1021; edwardk@rwmc.net, or Karla Edwards, Regional West Medical Center, 4021 Ave B, Scottsbluff, NE 69361.

### **Payment for Services**

You will receive monthly statements for services not payable by your insurance carrier. Regional West Medical Center is a not-for-profit hospital and we depend on timely payment for services. This helps us continue to provide quality medical care at the lowest possible cost.

### **RV Parking**

Regional West Medical Center has parking available for recreational vehicles at a very reasonable rate. If you require RV parking you may make arrangements by calling Inn Touch, 308.630.1222.

### **Safety and Security**

- **Valuables**  
Please leave valuables including jewelry, larger amounts of money, and credit cards at home. We cannot be responsible for the loss of money or other valuables left in your room. If you do bring valuables, you will be asked to sign a document stating that you are responsible for damage or loss. Valuables may be stored in the hospital security office safe at the time of admission.
- **Security**  
Regional West Medical Center security officers are on duty 24 hours a day to assist patients, visitors, and staff.
- **Fire Drills**  
Fire drills, performed once a month, help keep staff prepared for emergencies. During drills, you will hear an alarm ringing and nurses will close the door to your room. No one may pass through any doorway during a fire alarm.

### **Separate Charges**

Your physician fees are not included in the hospital bill. The Emergency Department physician services will be billed by Regional West Medical Center. If you use the services of an anesthesiologist, pathologist, or radiologist, you will receive a separate bill.

### **Smoking**

Regional West Medical Center is a smoke-free campus. Individuals may not smoke anywhere on hospital grounds or property. A one-day supply of a nicotine replacement product (gum and lozenges) is available free of charge for our patients' family members and friends. Ask a nurse to direct you to the inpatient pharmacy to receive nicotine replacements. A physician may prescribe a nicotine replacement for patients who are unable to refrain from smoking while hospitalized.

**Telephones**

Family and friends can call directly to the telephone in your room from outside the hospital by dialing “630-1” and the room number for all rooms except the Critical Care Unit, Restorative Care Unit, and 2nd floor-East. Critical Care patients will be given a card with the appropriate phone number to share with family and friends. Patient rooms on 2nd floor-East may be reached by dialing “630-2” plus the room number. Restorative Care Unit patients will be given the room phone number by the nursing staff. Family and friends can also call the nursing unit phone number and be transferred into your room if you have indicated you want to be in the hospital directory.

Pay phones are located on the first and second level of the main entrance near the service elevator to the east. If you are calling long distance, first dial “1” and the area code prefix.

**Translators**

Regional West Medical Center provides the services of the AT&T Language Line. This service will provide qualified translators for more than 140 languages. This line is available for all our patient services. The switchboard operator, your nurse and/or your unit director can provide you with the information needed to access the service.

**Valet Service**

Complimentary valet service is available Monday through Friday from 5:30 a.m. to 4 p.m. All remaining cars are brought into the circle drive at 4 p.m. and keys are left with the Emergency Department receptionist for your convenience.

**Visitors**

Visiting hours are from 8 a.m. to 8:30 p.m. Visiting hours may vary depending on your condition, desire for visitors, and the nursing unit to which you are assigned.

At 8 p.m. an overhead announcement asks visitors to exit the building. At 8:30 p.m. a second overhead announcement is made and all doors into the hospital are locked except the main entrance.

In consideration of the patient and the activities of the caregivers, please limit your number of visitors to two at a time.

Volunteers who staff the information desk will provide directions and wheelchairs during the week and limited hours on weekends. If visitors need assistance when the volunteer desk is not open, they may dial “O” for the appropriate assistance.

**Questions you might want to ask:**

*What happens while I am here?*

*How long will I be here?*

*What tests will be done?*

*When will I know my test results?*

*What happens when I go home?*

*What activities can I do?*

*What medication will I take?*

*What can I eat?*

**Notes:**

*We realize that during your stay at Regional West, you'll have many questions regarding your care, what is being done during your stay, and about the routine of care. We invite you to write down any questions that you may have, so that the next time you visit with your provider or your nurse, you may ask them what you need to know.*

**Date and Time of Consultation** \_\_\_\_\_

**Nurse or Provider Name** \_\_\_\_\_

**Nurse or Provider Name** \_\_\_\_\_

*Notes:* \_\_\_\_\_

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**Date and Time of Consultation** \_\_\_\_\_

**Nurse or Provider Name** \_\_\_\_\_

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*Notes:* \_\_\_\_\_

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**Date and Time of Consultation** \_\_\_\_\_

**Nurse or Provider Name** \_\_\_\_\_

**Nurse or Provider Name** \_\_\_\_\_

*Notes:* \_\_\_\_\_

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