

The logo consists of the words "you matter." in a white, lowercase, sans-serif font. The word "you" is underlined. The text is contained within a dark purple speech bubble shape that points downwards.

Taking care of you

A quick guide on what you need to know — for you and your loved ones

Hospital phone numbers

Our main number is 503-561-5200. Your room's phone number includes the prefix for each building—Building A (prefix 814), B (561), or D (814), followed by your room number. For example, if your room is in Building A, the number would be 503-814-XXXX (the last four numbers are your room number.) To call out, first dial "9". TTYs are available. You may also use your cell phone. If you're calling from inside the hospital on a hospital phone, just dial the last five digits. For example, 4-1100 or 1-1100.

Access Services (for wheelchairs): 503-814-1100

Spiritual Care: 503-561-5562

HELP line: 2-3456

Please communicate any concern to your nurse and care team. If you and/or a family member is worried that your changing medical condition is not being addressed, call extension 2-3456. This activates a special team with a critical care nurse and respiratory therapist to come to your bedside.

Advance directives. An advance directive is a document that outlines your requests for care when you might not be able to speak for yourself. If you are at least 18 years old, we have either given you or offered you or a family member a copy of “Making Healthcare Decisions.” If you wish to complete this during your stay with us, please tell a staff member.

Food and meals. Your physician will order you an appropriate diet. Call 1-FOOD (1-3663) to place your food orders from your room service menu. Your meal will arrive within 45 minutes. The cost is included in your stay. Room service is available 7 a.m. to 7:30 p.m. Check with your nurse about food options after 7:30 p.m. We will meet any special cultural or personal dietary needs. Your visitors can have meals with you. Sorry, we cannot accept cash for visitor meals—only credit cards. See back page for bistro hours.

Grievances and concerns. We encourage you to first speak with your nurse, who may ask for help from management or a Patient Advocate if the concern can't be resolved quickly. You may also contact a Patient Advocate directly at 503-561-5765 (or 1-5765 from your room).

If you still have concerns, you have the right to complain to the Oregon Health Authority, Center for Medicare and Medicaid Services or to the Joint Commission. To file a grievance, contact Oregon Health Authority's Health Care Regulation and Quality Improvement office at 971-673-0540 or use the complaint form at healthoregon.org/hcrqi. Complete contact information is in the Patient Rights & Responsibilities brochure available at every nursing station.

Care Management. You and your family have the right to request and receive a discharge planning evaluation. Care Management staff will assist you with assessment of needs, care coordination, discharge planning and accessing community resources. Ask your physician to make a care management referral or contact Care Management at 503-814-1808. Care Management helps you navigate the following:

- **Care Coordination.** You and your family are an integral part of the care team, actively participating in decisions affecting your care. Care Management helps coordinate these activities and communicates information to everyone involved in your medical treatment plan. Care Managers will listen to you and your family to understand your needs and preferences as they work with you to make appropriate plans for care in the hospital and your transition back to the community.
- **Discharge Planning.** Your discharge plan begins on the day you're admitted. Care Management will monitor your progress as your condition changes to ensure the discharge plan meets your needs and preferences.
- **Community Resources.** Care Management will help connect you with community agencies that support you.

Your care team will make the best possible recommendation for your continued care. Your preferences, physicians' orders, services covered by your insurance and government regulations all play a role in planning for your care.

HIPAA rights. We keep your health information confidential. We are required to notify you of our legal duties and privacy practices regarding your medical information, which are described in the Joint Notice of Privacy Practices form you received upon admission. We need your permission to give family members access to your health information. You can give them a special PIN (personal identification number) that staff will ask for if family or friends call for an update.

Interpreters/cultural care. If you need language translation, ask your care team. We'll provide an experienced medical translation interpreter. Don't hesitate to share your concerns or cultural needs—we want you to feel comfortable here.

Valuables. Salem Health does not accept responsibility for personal items, so we encourage you to leave your valuables at home. However,

we can offer storage in a hospital safe if needed. This should be done upon admission. If you lose something, tell a team member immediately.

Medications. All medications should be provided to you by your nurse. Nurses and pharmacists are available to answer any questions you may have about your medications. You must speak with and receive permission from your physician if you want to use personal medications, herbal supplements, and/or vitamins.

Nurses. You can expect a nursing leader to visit you every day. When you're awake, a member of your nursing team will visit you every hour. If you need help, the call button is on your bedrail. We'll either pop in or talk to you on intercom.

Speak up! We encourage you to be involved in your care. Play an active role by:

- **Speaking up** if you have questions or concerns.
- **Paying attention** to the care you are receiving.
- **Educating yourself** about your diagnosis, tests and treatments.
- **Asking someone** you trust to be your advocate.
- **Knowing what medications** you take and why you take them.
- **Using health care organizations** that have been evaluated against established standards.
- **Participating in all decisions** about your health care.

Parking. If you have any questions about parking, please ask a team member.

Pets: With the exception of Service Animals, pets are not allowed in buildings on campus. However, under special circumstances, personal pets may be allowed; ask your nurse for more details.

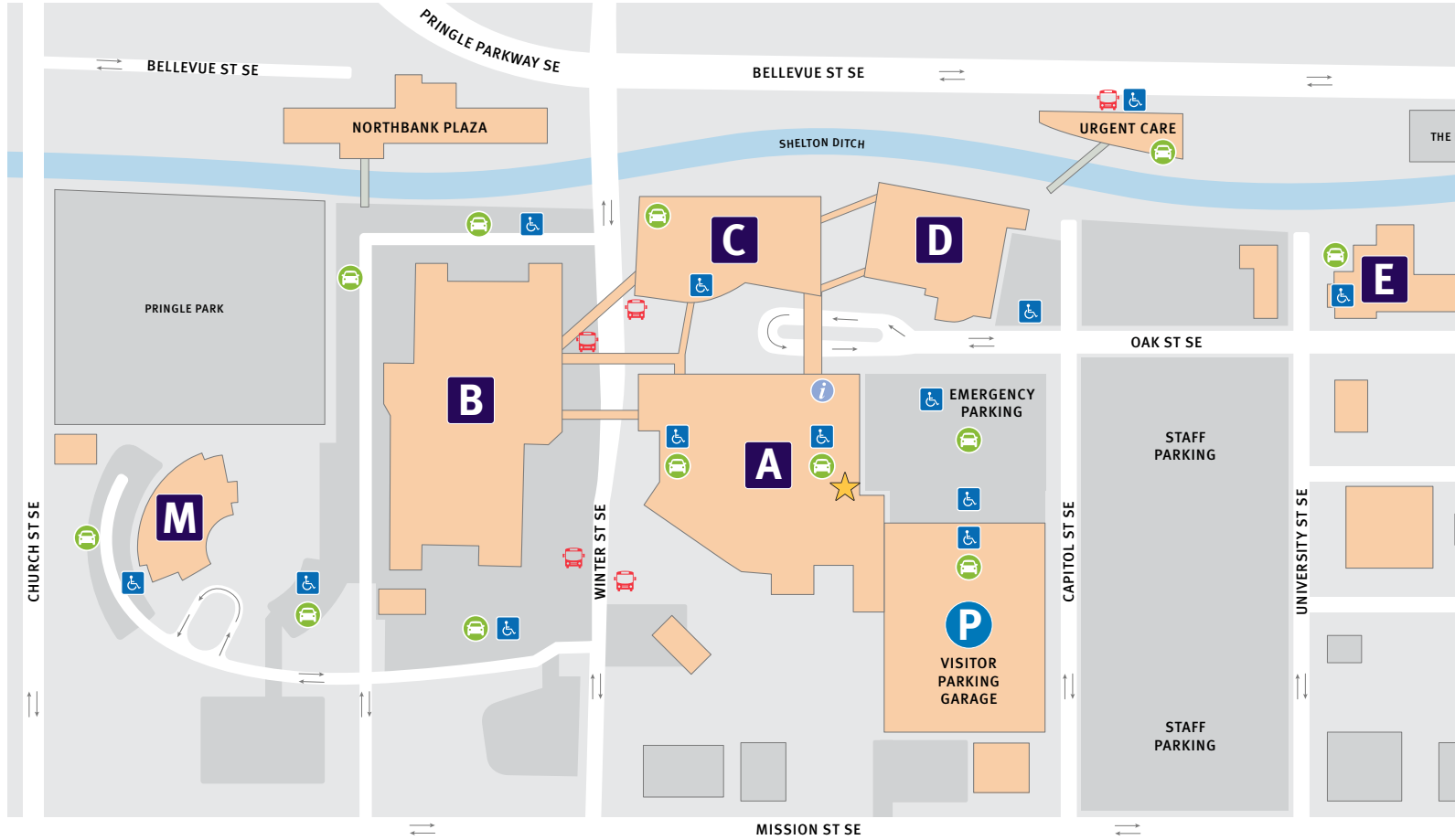
Privacy. Please do not take photos or videos of staff and other patients without their written permission.

Television and wireless access. A channel guide should be in your room for TV and music stations. If not, please ask a team member to bring you one. For internet access, choose the "SalemHealth-Guest" Wi-Fi network. There is no charge for using our guest network.

Temperature. Each room has its own temperature control. Ask your nurse for any adjustments.

Visitors. We allow visitors at any time, as long as you are feeling well enough. Families are encouraged to call ahead to make sure. You have the right to have one person of your choice present with you at all times. We ask that children under the age of 12 be accompanied by an adult. After 9 p.m., for your security, all exterior doors are locked, so visitors must come and go through the emergency department entrance in Building A.

Smoking prohibited. We are a strictly smoke-free campus. If you leave your room to smoke, we'll give you information on our policy (we are not responsible for your care while you leave) and we won't accompany you to smoke. We can help you quit or avoid tobacco while you're with us. We have gum and patches for sale in the Building A Gift Shop and Pharmacy in Building C.



Patient parking
 Visitor parking garage

Emergency entrance — all hours
 Visitor information

Handicap parking
 City bus stop



Vending services available in every building.

A **Building A**
 • Patient Care Building
 890 Oak St. SE
 Express Yourself & Gift Shop
 6 a.m. to 4 a.m.

B **Building B**
 • Patient Care Building
 665 Winter St. SE
 Lobby Bistro
 Monday – Friday
 6:30 a.m. to 2 p.m.
 Hot food 11 a.m. to 1 p.m.

C **Building C**
 • Salem Cancer Institute
 • Medical Offices
 875 Oak St. SE
 Garden Bistro
 Monday – Friday
 6:30 a.m. to 1:30 p.m.

D **Building D**
 • Family Birth Center
 • Community Health Education Center
 939 Oak St. SE
 Creekside Dining
 7 a.m. to 7 p.m.

E **Building E**
 • Psychiatric Medicine Center
 1127 Oak St. SE

M **Building M**
 • Rehabilitation Center
 755 Mission St.

