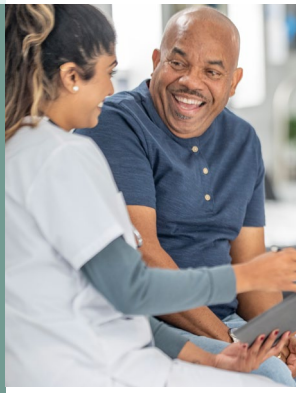


Patient and Visitor Guide

INTEGRIS HEALTH

Southwest Medical Center

Table of Contents

3 Welcome

4 About Us

5 Engaging in Your Care

6 Who's Taking Care of Me?

7 Guide to Your Visit

12 Show Gratitude to Your Caregivers

13 MyChart Quick Start Guide

14 INTEGRIS Health & Me

15 Prevent Falls

16 How to Prevent Infection

17 Checklist for Discharge

18 Financial Information

19 Open Notes

21 Concerns With Your Care

24 Access Your Child or Loved One's Health Information

25 Campus Map

Welcome

Thank you for trusting us with your care.

As the patient, you are at the center of your health care team. We urge you and your loved ones to take an active role in your care so that we may best meet your physical, emotional and psychological needs.

This patient and visitor guide was designed by INTEGRIS Health caregivers and our Patient & Family Advisory Council to help anticipate your questions. We encourage you to use this guide to help you throughout your stay. If you have any questions about your care or experience with us, please do not hesitate to ask one of your caregivers.

Again, thank you for letting us help heal you. We look forward to partnering with you in your health care journey.

Sincerely,

Your Health Care Team

About Us

Our Mission, Vision and Values

At INTEGRIS Health, our Mission, Vision and Values reflect our commitment to partnering to achieve healthier outcomes for our patients and communities.

Vision and Values statements do three things: say why we exist (Mission), express what we aspire to do and be (Vision) and show how we will shape our behavior (Values). INTEGRIS Health's Mission, Vision and Values do just that.

Mission

Partnering with people to live healthier lives

Vision

The Most Trusted Partner for Health

Values

iCare

- **Integrity.**
  We are honest and consistently adhere to the highest standards of ethical and professional behavior.
- **Compassion.**
  We are kind and suspend judgment to appreciate other's perspectives and situations.
- **Accountability.**
  We take ownership for our actions and outcomes.
- **Respect.**
  We embrace diversity and inclusion, and value others.
- **Excellence.**
  We seek to continuously improve, leading to exceptional outcomes.

Engaging in Your Care

You are at the center of your health care team. Let this guide help you get the best results from your hospital stay.

Speak Up!

If you have questions or concerns, you have the right to ask and get a response from your care team members that makes sense to you. We encourage you and your loved ones to become active partners on your health care team. Use the steps below to help guide your conversations.

- Speak up if you have questions. If you don't understand, ask until you understand.
- Pay attention to the care you are receiving. Always make sure you are getting the right treatment and medicines.
- Educate yourself so you fully understand your diagnosis and treatment. We don't expect you to understand medical jargon but it is our language. Please remind us to use common language if something is unclear to you.
- Ask a trusted family member or friend to be your support person.
- Know what medicines you take and why you take them.
- Use an accredited health care facility, like INTEGRIS Health, which has completed rigorous surveys to ensure safe, high-quality care.
- Participate in all discussions about your treatment plan.

Who's Taking Care of Me?

Your health care team consists of many health care professionals working together to make sure you receive the highest quality of care. This guide makes it easy to identify the hospital caregivers coming into your room, and their purpose.

Uniform Colors

Nurse - RN, LPN - Navy	
Dietitian - Black	
Nurse Assistant, Rehab Tech, HUC, Transporter - Grey	
Pharmacist - Royal Blue	
Rehab Therapist - Hunter Green	
Radiologic Technologist - Pewter	
Respiratory Therapist - Black	
Case Manager - Maroon	
Social Worker - Maroon	
Environmental Services - Burgundy Top, Black Pants	
Advanced Practice Nurse - Ceil Blue	

Other members of your care team may be wearing business attire with their name badge, such as providers, chaplains and child life specialists.

Guide to Your Visit

Important Phone Numbers

Main Hospital Number 405-636-7000

Business Office/Billing 405-252-8400

Toll Free 855-409-5458

Case Manager & Social Worker 405-636-7014

Gift Gallery 405-636-7074

Meal Service using in-room phone 405-949-6788

Retail Pharmacy 405-636-7717

Public Safety 405-949-3425

Spiritual Care & Chaplaincy 405-660-8747

Walking Escort on Campus 405-949-3425

Bedside Technology

During your stay, you may see your doctors and nurses using computers or tablets. These tools help them care for you by providing around-the-clock monitoring and quick communication with the rest of your health care team. If you have any questions, ask your doctor or nurse.

Housekeeping Services

Someone from Housekeeping will visit your room daily to clean. If you are in your room, Housekeeping will try not to disturb you.

WIFI

We offer complimentary WIFI to our patients and visitors. Please use INTEGRIS Health Guest Network - if password is required, "**snowman**."

Gift Gallery

The hospital Gift Gallery is located in the main lobby near the hospital main entrance.

- Monday through Friday • 8:30 a.m. to 4 p.m.
- Saturday and Sunday • 10 a.m. to 2 p.m.

The Gift Gallery offers health and beauty aids, flowers, candy, postage stamps, baby gifts, apparel, women's accessories, jewelry, balloons, greeting cards, toys and assorted gifts. MasterCard, Visa, American Express and Discover credit cards are accepted. The Gift Gallery is operated by the Volunteer Auxiliary, and all proceeds benefit philanthropic projects.

Cafeteria

The Cafeteria is located on the 1st floor of the hospital. Perks is located in the Jim Thorpe Rehabilitation building.

- Perks Coffee Shop • 7:30 a.m. to 2:30 p.m.
- Cafe Hours • Breakfast Monday - Friday • 6:45 to 10:30 a.m.; Saturday through Sunday • 7 to 10:30 a.m.

  Lunch • Grill and Grab & Go Only, 11 a.m. to 2 p.m.; 2 to 5 p.m.

  Dinner • 5 to 7:30 p.m.

Language Services and Sign Language Interpretation

At INTEGRIS Health we provide a free qualified medical interpreter at any time of the day or night and at any point of contact at our facilities and through all stages of your stay. Our resources include Video-Remote Interpretation (VRI), Over the Phone Interpreter (OPI) and In-Person Interpreters. Please partner with your caregivers who can help provide this service for you.

Patient Meals

Nourishing and well-balanced meals are an important part of your treatment and recovery at INTEGRIS Health. We make every effort to provide nutritious meals prepared according to your physician's orders with the supervision of our executive chef and registered dietitians. A copy of the weekly menu is in your room. Meals are served at the following times:

- Breakfast – 6:45 to 10:30 a.m.
- Lunch – 11 a.m. to 2:00 p.m.
- Dinner – 5:00 to 7:30 p.m.

Pastoral Care

We are honored to provide spiritual and emotional counseling and support 24 hours a day for patients, families and visitors. Our chaplains provide encouragement, spiritual guidance, grief support and prayer, and can assist you in accessing clergy from your faith tradition. If you would like to see a chaplain, please ask your nurse to call the on-call Chaplain.

Personal Belongings

We encourage you to leave your valuables at home or send them with a loved one. INTEGRIS Health is not responsible for any loss or damage of personal belongings while on hospital premises. Designated secure locations are available through Public Safety if you cannot send your valuables home.

Pharmacy

Have your new or current prescriptions filled at one of the INTEGRIS Health retail pharmacies on our campus. Your prescription can also be delivered to your patient room before you are discharged. Please let your caregiver know if you would like to utilize this service. Pharmacy services include patient counseling, over-the-counter medications, health and beauty aids and a variety of gift items. Most insurance plans are accepted. Senior citizen discounts are available on cash prescription purchases. For more information, please contact either pharmacy.

- **Pharmacy**
  Monday through Friday, 8 a.m. to 6 p.m.
  4221 S Western Ave, Suite #1020, Oklahoma City, OK 73109
  405-636-7717

Parking

Parking is located on the west side of the hospital by the main entrance.

See campus map for reference.

TV Channels

2	TBN
3	Cox Channel
4	NBC
5	Telemundo
6	QVC
7	Me TV
8	ABC
10	CBS
11	CW
12	FOX
14	PBS
15	Freedom 43 KAUT
17	ION
18	Azteca
21	Univision
22	EWTN
23	HGTV
24	Food Network
25	Lifetime
26	Nickelodeon
27	A&E
28	ESPN2
29	ESPN
30	MTV
31	TNT
32	Discovery
33	AMC
34	USA
35	FX
36	Freeform
37	FOX Sports Oklahoma
38	Disney Channel
39	CMT
40	TLC
41	CNBC
42	MSNBC
43	CNN
44	FOX News
45	Spike
46	VH1
47	HLN
48	TruTV
49	SyFy
50	BET
51	Travel
52	Cartoon Network
53	GSN
54	TV Land
55	WGN
56	Comedy Central
57	Investigation Discovery
58	Hallmark
59	Animal Planet
60	Golf Network
61	History
62	TBS
63	TCM
64	E!
65	Bravo
66	Weather
67	Fox Sports 1
68	FOX Sports Plus
69	Fox Sports 2
70	POP
71	NBC Sports
72	National Geographic
73	Fox Business
74	FXX
75	Unimas HD
76	Velocity
83	Patient Education
84	Patient Education
85	Newborn Channel (English)
86	Newborn Channel (Spanish)

To access Closed Captioning, select CC on the remote.

Show Gratitude to Your Caregivers

Daisy Award

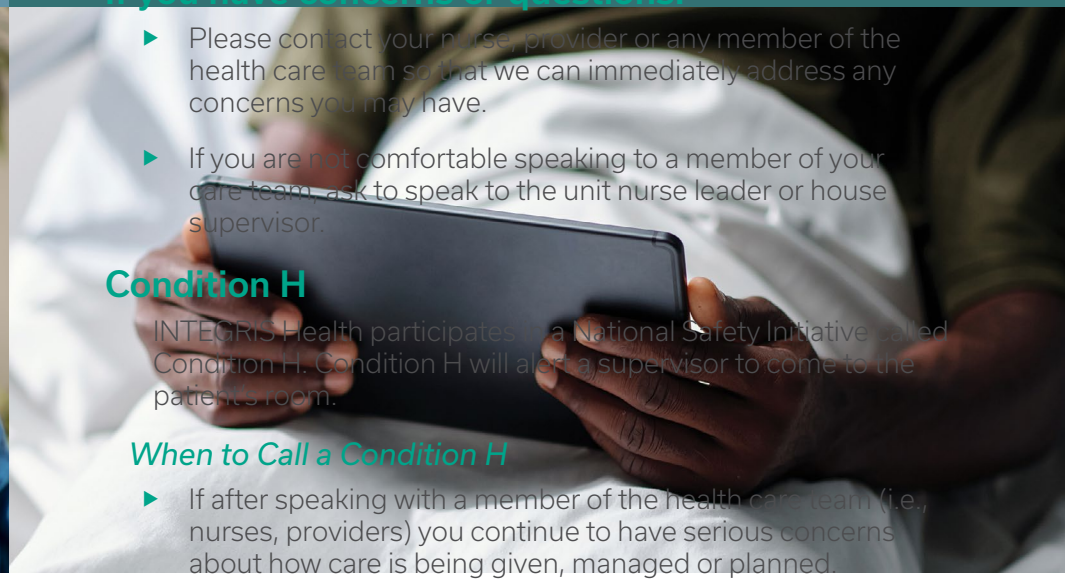
The DAISY Award is an international recognition program that honors and celebrates the skillful, compassionate care nurses provide every day. Please say thank you by sharing your story of how a nurse made a difference you will never forget! Please visit **integrishealth.org/DAISY** to nominate your nurse.

Want to say THANK YOU to your nurse?

The DAISY FOUNDATION™

HONORING NURSES INTERNATIONALLY
IN MEMORY OF J. PATRICK BARNES

MyChart Quick Start Guide



If you have concerns or questions:

- Please contact your nurse, provider or any member of the health care team so that we can immediately address any concerns you may have.
- If you are not comfortable speaking to a member of your care team, ask to speak to the unit nurse leader or house supervisor.

Condition H

INTEGRIS Health participates in a National Safety Initiative called Condition H. Condition H will alert a supervisor to come to the patient's room.

When to Call a Condition H

- If after speaking with a member of the health care team (i.e., nurses, providers) you continue to have serious concerns about how care is being given, managed or planned.
- If in an emergency situation, there is a noted change in the patient's condition that is not being recognized by the caregiver, or the patient does not receive attention deemed appropriate by family.

The process for calling a Condition H is:

- **Dial 405-949-3411**
- Tell the operator: **"I am calling a Condition H. The patient is at INTEGRIS Health Southwest in room _____."**
- A supervisor will come to the patient's room to offer assistance.

MyChart Mobile Bedside

MyChart Mobile Bedside is an application you and your family can use to be more involved with your care team while you are in the hospital. When you have a MyChart account, you can access MyChart Mobile Bedside on your own device by logging in to the MyChart mobile app.

Download MyChart App

MyChart Mobile Bedside requires you have MyChart downloaded to your phone. You may scan the QR below to access the Apple or Google Play Store.

If

should call a Condition H.

INTEGRIS Health & Me

INTEGRIS Health is proud to welcome you to personalized health care that's all about you.

INTEGRIS Health & Me is our patient portal that provides an ever-growing suite of intuitive and secure tools to manage your health care in the way that only you can, whenever and wherever it suits you.

By signing up for INTEGRIS Health & Me, you'll have the ability to:

- Send a message directly to your medical team and get a discreet, secure response within two business days.
- Manage your appointments.
- Preregister online.
- Request dates and times that work best for you, and get a response from your physician's office withing two business days.
- Pay your bills online.
- Manage your medical information.
- View past appointments, check test results.
- Find the doctor for you.
- Video chat with a health care provider.
- Renew INTEGRIS Health Pharmacy prescriptions.

Activate your account

To access all INTEGRIS Health & ME features, you'll need your 15 character activation code. You can get this one of four ways:

- Look for it on your visit summary after a doctor visit.
- Look for it on your billing statement.
- Contact your physician's office.
- Call 844-843-1500.

Self-sign up online at: integrishealthandme.com/MyChart/Signup

Register or sign in at integrishealthandme.com.

Prevent Falls

While you are here, you may feel dizzy or weak. Illness, procedures, medicines or even just lying down for too long can make you less steady on your feet. To keep yourself safe:

- Use the nurse call button for help getting out of bed.
- Ask for help going to the bathroom or walking around (use hospital handrails when they're available.)
- Do not have your family or visitors assist you with getting out of bed. The caregiver team is trained to assist you and is here to ensure your safety.
- Wear nonslip socks or footwear.
- Keep often-used items within easy reach (glasses, phone, remote, etc.)
- Make sure you wheelchair or walker is locked when getting up or down. Never step on the footrest of your wheelchair.

How to Prevent Infection

- Wash your hands with warm soapy water for at least 20 seconds or use alcohol hand sanitizer.
  - Before and after eating.
  - After using the restroom, coughing, sneezing or blowing your nose.
  - When visibly soiled.
- Remind others to clean their hands too.
- Cover your mouth by coughing or sneezing into your arm or use a tissue. Then promptly wash your hands.
- Do not touch your bandages, IV sites, drains, tubes or wounds. Please tell a care team member if the dressing becomes soiled, loose or wet.
- Watch for signs of infection like redness, swelling, drainage or increased pain or heat. Alert a care team member if you notice any of these symptoms.
- Keep your vaccinations up to date.
- Encourage family and friends who are sick not to visit you in the hospital until they are well.
- During your care, caregivers may wear a mask, gown or gloves for the protection of you and others.

Checklist for Discharge

After Visit Summary (AVS)

When you are discharged, you will be given an After Visit Summary (AVS), which includes who cared for you, your procedures and medicines.

Medicine List

This includes all of your new and former prescriptions, over-the-counter medicines, vitamins and supplements. Ask if there are any medicines you can stop taking or that are not good to take together. Also make sure you know why, how and when to take each one. It is important to find out exactly when to take your medicine for the first time at home, after you're discharged. Make sure to write it down. Also, make sure your primary care doctor is informed of any changes or new medicines.

Use this checklist to help prepare yourself for discharge.

- ☐ I understand about the help I will need when I leave the hospital.
- ☐ I understand what symptoms to watch for and when and who to call should I experience them.
- ☐ I understand the discharge medications, where to get them, how to take them, when the next dose is due and potential side effects of the medications.
- ☐ I understand all diet recommendations and activity limitations.
- ☐ Someone close to me knows I'm being discharged and what I will need when I get home.
- ☐ I understand the date and time of my follow-up appointments.
- ☐ I understand how to care for my incision (if applicable).
- ☐ I understand how to use home medical equipment (if applicable).
- ☐ Home Health arrangements have been confirmed (if applicable).

Financial Information

INTEGRIS Bill Pay

INTEGRIS Health recognizes that some patients just need the opportunity to pay their balances over time. While some services may require a deposit up front, we also provide our patients with an easy and convenient way to manage their medical bills, including the ability to set up a flexible personalized payment plans. Patients can view their bills, clearly see what they owe – including what their insurance plan paid – pay balances, or set up payment plans all at their own convenience. Notifications of balances and planned payments can be tailored to be received in a way that best suits your life.

Billing notification can be sent through email and/or by text. In addition to the ability to manage your bills online, you can opt in to text to pay. Text to pay allows you to save a credit card online and once you receive a text notification of a new balance you can authorize that payment with a simple text reply. You can even set up a short-term payment plan all with a simple text reply to your text notification. In addition to these great online billing options, you can communicate with our Patient Financial Services office.

Open Notes

Our INTEGRIS Health mission is to partner with people to live healthier lives. One of the ways we live out that mission is to make sure you have up-to-date information about your health and wellness. You can now view your Provider's daily progress notes and your laboratory, radiology and pathology results as soon as results are available through the INTEGRIS Health & Me patient portal. The goal is that this information will help you have meaningful discussions with your care team about your health and plan of care.

How do I access my test results and Provider's notes?

- If you already have an INTEGRISHealth&Me patient portal account, you can log into your account to view your test results at https://www.integrisandme.com/MyChart/.
- If you do not have an INTEGRISHealth&Me patient portal account, sign up online at https://www.integrisandme.com/MyChart/ or call 844-843-1500 for assistance. If you have a personal email address on file, the activation code will be emailed to you upon admission to the facility.

What do I do if I have questions about my test results?

We release all notes and results immediately to you. Therefore, you may see some results even before we do.

If you or your loved one are currently a patient in our hospital and have questions about your test results, please ask your nurse to write your questions on the patient communication board in your room. When your Provider comes to visit you, she or he will go over those questions with you and address your concerns.

Can I give my loved ones permission to view my test results?

Patients can allow loved ones, called Proxies, to view notes and other portions of the medical record in their INTEGRISHealth&Me portal.

Adult Patients

Adult patients may control who can access your information using the Share My Record>-Friends and Family Access feature in INTEGRISHealth&Me or by submitting a proxy request to the Health Information Management (HIM) department or your provider's office. Additionally, proxy access may be requested by and granted to another adult with legal authority to access the patient's health information. Documentation such as a health care power of attorney or legal guardianship must be provided.

Minor Patients

Parents and legal representatives of minor patients less than 17 years of age will need to request Proxy access to access their child's information.

Concerns With Your Care

If you have concerns or questions:

- Please contact your nurse, provider or any member of the health care team so that we can immediately address any concerns you may have.
- If you are not comfortable speaking to a member of your care team, ask to speak to the unit nurse leader or house supervisor.

Condition H

INTEGRIS Health participates in a National Safety Initiative called Condition H. Condition H will alert a supervisor to come to the patient's room.

When to Call a Condition H

- If after speaking with a member of the health care team (i.e., nurses, providers) you continue to have serious concerns about how care is being given, managed or planned.
- If in an emergency situation, there is a noted change in the patient's condition that is not being recognized by the caregiver, or the patient does not receive attention deemed appropriate by family.

The process for calling a Condition H is:

- **Dial 405-949-3411**
- Tell the operator: **"I am calling a Condition H. The patient is at INTEGRIS Health Baptist Portland in room _____."**
- A supervisor will come to the patient's room to offer assistance.

Access Your Child or Loved One's Health Information

We believe it's important for family members, parents and guardians to have easy and quick access to their loved one's or child's health information. Our INTEGRIS Health & Me patient portal allows real-time access to most clinical notes and results.

Access Your Minor Child's Record

integrishealth.org/child-proxy

- Scan the QR code to complete or ask a caregiver for the minor child proxy form.
- Submit the form in one of three ways:
  - Email the form to Healthinfomanagement@integrishealth.org
  - Fax to INTEGRIS Health Information Management at 405-552-8773.
  - Mail to 3433 NW 56th Street Bldg. B • Suite C50 Oklahoma City, OK 73112
- When the form is submitted, we create your INTEGRIS Health & Me account to give you access to your child's information.
- Please note more than one person can access an INTEGRIS Health & Me account.
- For minor patients, proxy access expires when the child turns 18.

Request Access for Your Adult Loved One's Record

integrishealth.org/adult-proxy

- Scan the QR code to complete or ask a caregiver for the adult proxy access form.
- Submit the form in one of three ways:
  - Email the form to Healthinfomanagement@integrishealth.org
  - Fax to INTEGRIS Health Information Management at 405-552-8773.
  - Mail to 3433 NW 56th Street Bldg. B • Suite C50 Oklahoma City, OK 73112
- When the form is submitted, we create your INTEGRIS Health & Me account to give you access to your loved one's information.
- Please note more than one person can access an INTEGRIS Health & Me account.
- If your dependent child is 18 or older, use the adult proxy form.

If you have questions or want to learn more, please call Health Information Management at 877-778-7211.

How do I revoke my Proxy's access to my portal?

You may revoke proxy access by navigating to Friends and Family Access within their INTEGRISHealth&Me portal.

OR

Complete and submit the Request to Revoke Proxy Access Form. The completed form may be emailed to HealthInfoManagement@integrisok.com, faxed to 405-552-8773 or mailed to 3366 NW Expressway, Bldg. D Ste. C-20, Oklahoma City, OK 73112.

Amendment Requests

If you feel that information within your medical record is inaccurate, incorrect or missing, you may submit a request for an amendment to your health record. You may contact our Health Information Management Department and they will be happy to assist you with that process.

Please note: A request does not result in an automatic approval of the amendment. The approval of an amendment request is up to the discretion of the medical staff who provided care and treatment during your encounter(s). The document needed to initiate the amendment request can be found here: integrishealth.org/patient-information/release-medical-records.

E-mail: HealthInfoManagement@integrisok.com

Phone: 877-778-7211.

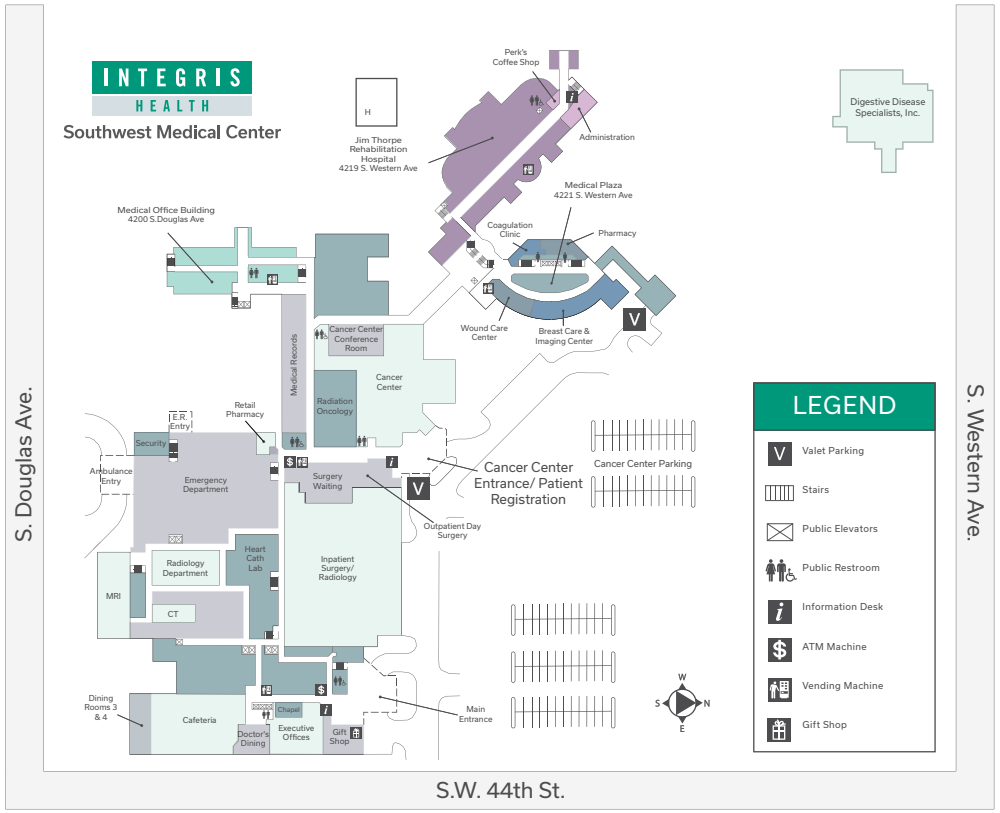
INTEGRIS Health is a healing environment.

Aggressive behavior is prohibited and will not be tolerated.

Examples of aggressive behavior may include:

- Physical threats or violence
- Verbal harassment
- Abusive or inappropriate language
- Damage to property
- Failure to respond to staff instructions
- Other behaviors that interfere with patient care

Visitors may be escorted from the premises and are subject to prosecution.

Warning: Assaulting a medical professional who is engaged in the performance of their official duties is a serious crime. Section 650.4 of Title 21 of the Oklahoma Statutes.

Campus Maps