a culture of Kindness
our **Mission**

To lead in providing and supporting excellent healthcare.

Sheridan Memorial Hospital is a community owned, not-for-profit hospital licensed for eighty-eight beds. We have served our community members as well as visitors for more than 100 years. Together with our knowledgeable medical professionals and committed hospital staff, Sheridan Memorial Hospital lives up to its Vision Statement...

our **Vision**

When people think of excellent healthcare, they think of Sheridan.

*The purpose of this handbook is to provide an ideal experience for our guests — patients, families, and visitors — by becoming familiar and feeling comfortable with Sheridan Memorial Hospital.*
Thank you for having confidence in Sheridan Memorial Hospital. It is our privilege to care for you and your family. We will do our best to serve you and communicate with you about the care you are receiving. Our service model is rooted in kindness and the safety of our patients.

Our message to you:

*We will keep you safe.*
*We will help you get better.*
*We will treat you with respect.*
*We will be kind to you.*

Yours in Health and Service,

Mike McCafferty
Chief Executive Officer
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Patient Rights & Responsibilities

Sheridan Memorial Hospital is committed to providing patient-centered care, driven by a partnership between our caring staff and patients in need of our services. Individual patient rights are our guide to encourage patient involvement, which creates the best outcomes for improved health and patient satisfaction.

Your Rights as a Patient

1. To receive excellent care in a respectful manner which maintains your dignity and contributes to a positive self-image regardless of age, gender, ethnicity, race, national origin, religion, sexual orientation, gender, gender identity or disability.
2. To have your cultural and personal values, beliefs and preferences respected and honored by Sheridan Memorial Hospital staff.
3. To receive care in a clean, safe environment free of all forms of abuse, harassment or neglect.
4. To be informed of the name and profession of all members of your healthcare team.
5. To have a person of your choice or your primary care physician notified promptly upon your admission to Sheridan Memorial Hospital.
6. To choose or change your provider or request a second opinion.
7. To be provided written informed consent prior to all non-emergent procedures.
8. To receive all information concerning your care in a manner that is easy for you to understand. If language or other special needs are a barrier to meaningful communication with your providers, interpreters and special equipment are available.
9. To be educated about all diagnosis, prognosis, and treatment options, risks and benefits and make informed decisions regarding your plan of care. You may also choose to have family members involved in treatment decisions.
10. To decline treatment as permitted by law, so long as you accept the potential medical consequences of your decision.
11. To be involved in the discharge planning process and be provided aftercare resources as needed.
12. To have your pain regularly assessed and managed appropriately to ensure you are as comfortable as possible.
13. To designate a representative to make medical decisions for you through use of a Power of Attorney for Health Care.
14. To have all reasonable efforts be made to honor your Advance Directive instructions, where its existence and content are made aware and known to your care team in a timely manner.
15. To expect that your health information will remain confidential through adherence to state and federal laws and hospital policies, as described in the Privacy Notice provided. Please contact our Compliance/Privacy Officer at (307) 675-2669 if you have any questions or concerns about the confidentiality of your health information.
16. To obtain a copy of your medical record within a reasonable time, and request amendments if information is irrelevant, incorrect or incomplete in accordance with state and federal laws.
17. To have family members, friends, spouse, or partner visit during your hospital stay to offer emotional support during your healing process unless your visitor’s presence impedes quality of care or creates safety concerns for you, other patients or staff members. You may also decline visitors at any time.
18. To be free of seclusion or restraint unless medically necessary or required to ensure your safety or the safety of others.
19. To be provided access to protective and advocacy services.
20. To accept or refuse to participate in any medical research studies, or withdraw from participation at any time.
21. To access religious and other spiritual services.
22. To a detailed explanation of your hospital bill.
23. You, your family member or representative may express any concerns about care without fear of retaliation. You may discuss your concerns with a member of your care team or contact our Patient Relations Coordinator at (307) 672-1197.

Other grievance resources include:
Joint Commission Office of Quality Monitoring Hotline (800) 994-6610
Mountain Pacific Health Quality Foundation (800) 497-8232
Office of Healthcare Licensing and Survey (307) 777-7123
Your Responsibilities as a Patient

In order to provide the most effective care, Sheridan Memorial Hospital requests that patients are active participants in their care team, which includes fulfilling the following responsibilities:

1. Provide complete and accurate information including: contact and billing information, medical history, current condition, medications and supplements used and any other matters related to your health.
2. Ensure understanding of your treatment plan. Ask questions and express concerns as they arise.
3. Notify a member of your care team if you are unable to fulfill your treatment plan.
4. Report changes in your condition promptly to a member of your care team.
5. Participate in your pain management treatment plan and communicate the effectiveness of the treatment to your providers.
6. Adhere to medical advice of providers and accept medical consequences if you choose not to follow their recommendations.
7. Respect the rights of other patients and hospital staff.
8. Be mindful of your noise level.
9. Be responsible for personal belongings you bring to Sheridan Memorial Hospital.
10. Provide an Advance Directive, if you have one in place.
11. Comply with the Sheridan Memorial Hospital Tobacco Free Campus policy.
12. Provide accurate billing information.
13. Understand the conditions of your insurance plan.
General Information

This section contains information on a variety of topics that are helpful to patients and families.

Patient Portal (Electronic Medical Record)

Sheridan Memorial Hospital staff is excited to offer our patients “My Sheridan Health.” This is a patient portal that allows you convenient access to some of your medical information, through our electronic medical record. This includes common lab results, allergy lists, immunization records, and surgical history. You will have secure online access to your health information from anywhere. Please ask one of your care providers, or any hospital employee for more information and about registering for My Sheridan Health while you are here. It only takes a few minutes. You can register with a unit coordinator or registration can also take place at the hospital front desk. To protect your privacy, you must register in person and provide a valid photo ID.

Emergency Help

During a hospital stay how can you make sure your family’s health care needs are being met? Talking with the staff who is taking care of your loved one is the first step to ensure the best care. If you feel your family member’s condition is getting worse or you feel something is wrong that has not been addressed, we want to know. Tell any staff member to call the Nurse Team Leader or you can dial “1111.” This will connect you with the Emergency Department. The House Supervisor will immediately help your loved one’s nurse assess their condition.
Stopping Hospital Acquired Infections

The staff at Sheridan Memorial Hospital works hard to prevent and control the spread of infections in the hospital. These infections are called hospital acquired infections. There are several things you as a patient can do to reduce your risk of getting a hospital acquired infection.

1. Ask hospital staff to clean their hands before taking care of you. Ask visitors to clean their hands too. This is the single most important way to protect yourself in the hospital.
2. Clean your hands frequently. Clean your hands with soap and water if you have used the bathroom or if they are visibly dirty. Otherwise, use the alcohol gel rub to clean your hands.
3. Avoid touching your hands to your mouth and do not set food or utensils on furniture or bed sheets.
4. Always wear something on your feet when walking around in the hospital.
5. If possible, ask your friends and relatives not to visit if they themselves feel ill or have a cold.

These hospital acquired infections are usually easy to treat and cure, but occasionally may be serious. Treatment often includes antibiotics, drugs that are effective in treating infections caused by bacteria. Unfortunately, some bacteria are more difficult to treat because they have developed resistance to standard antibiotics. These bacteria are often called “superbugs.”

Two examples of “superbugs” are:
- Staph—the real name of which is Methicillin Resistant Staphylococcus Aureus (MRSA).
- Vancomycin Resistant Enterococcus (VRE), which is caused by a resistant germ.

The careful use of antibiotics plus good hand washing are important in minimizing the spread of MRSA and VRE.

If you have further questions about hospital acquired infections, please don’t hesitate to ask your nurse or contact the Infection Preventionist (307-672-1144) to visit with you.


**Advance Directives—Your Choice**

Your healthcare is personal. There may come a time when you can’t make your own healthcare decisions. You have the right to decide who will make those decisions for you should you become seriously ill and are unable to speak for yourself. You have the right to decide when your treatment should end. Advance planning helps to ensure that your healthcare decisions are honored and protects your family from making difficult choices without knowing your wishes.

Durable Power of Attorney for Health Care and Living Will forms can be obtained from the Guest Services Team or a Case Manager.

**Hospitalist Service**

Your primary care physician may choose to entrust your care to a hospitalist. A hospitalist is a physician whose time at the hospital is dedicated exclusively to patient care. If you are admitted by a surgeon or a specialist, they may require a hospitalist as a consulting physician.

Hospitalist physicians work as a team, so you may see more than one during your hospital stay. Hospitalists see patients throughout the day, every day of the week. When necessary, the hospitalist may see you several times a day. Tests that are performed in the morning should be reviewed by the hospitalist and shared with you the same day.

When you are ready to be discharged, the hospitalist will communicate with your primary care physician to discuss further treatment needs, or assist you in finding a community provider if you don’t have one. Upon discharge, the hospitalist will transfer your care back to your primary physician.
**Medications**

In order for us to treat you as safely as possible, please provide us with a list of all of your medications, dosages and the time of day you take them, including any herbal/natural remedies you take. For safety purposes, we ask that you not bring your medications with you.

**Tests, Surgeries, Treatment Times**

We strive to promptly schedule tests, surgeries and treatments and to adhere to that schedule. However, because of varying individual health needs and emergent situations that may arise, you may experience a delay. We apologize for any inconvenience such delays may cause and appreciate your understanding. We will work hard to keep you informed or notify you in advance should a situation arise which could delay your scheduled procedure.

**Telephone**

The telephone is located next to your bed and may be attached to the bed for your convenience. For calls within the hospital, you will only need to dial the four-digit extension, or you may dial 1000 to reach the operator. For outgoing calls, dial 9 and then the telephone number you are calling. You will be given your direct telephone number that you may share with family and friends. Family and friends may also call the hospital directly at (307) 672-1000 and ask to be transferred to your room.

**Cell Phones**

Cell phones may be used anywhere within the hospital. If you are here for tests or procedures, please turn your cell phone off as it will act as a distraction and can cause a disruption in your care.
Pets

Due to health issues, as well as safety concerns, only service animals are allowed in Sheridan Memorial Hospital.

Room Assignments

We realize the importance of the healing process and the need for privacy. Every effort is made to provide you with a private room. At times, we may experience a high volume of patients due to an increase in community health issues. At these times, rooms become semi-private and two patients will share a room. If you have concerns, please discuss them with your nurse.

Patient Education

The Patient Channel (Channel 2 on your hospital television) is a 24 hour patient education TV channel that covers a wide spectrum of topics including cancer, asthma, diabetes, heart disease, high blood pressure, smoking cessation, parenting, health/wellness, and more. Visit their website (www.thepatientchannel.com) for information or to view programs from home (enter code 06645).

Smoking

In the interest of promoting better health, Sheridan Memorial Hospital is a Tobacco Free facility/campus, including all outdoor areas. This includes chewing tobacco and e-cigarettes. Patients should discuss alternative options with their physicians prior to admission. Visitors should also be informed of our Tobacco Free policy. For information on cessation programs, please contact your healthcare provider.
Food & Nutritional Services

Room Service Dining - The Nutritional Services Department is proud to offer room service dining. This innovative program is designed for you to help make your hospital stay as comfortable as possible. We know that nutrition is an important part of healing. That is why we are committed to providing you with the best possible 5 star patient experience through our fresh choices and friendly service. Order meals at your convenience by dialing ext. 1234 between the hours of 7am and 7pm. Your meal will be prepared and delivered to your room within 45 minutes.

Therapeutic Diets - The diet your physician has prescribed for you may be modified in content according to your medical condition or history. These modifications may include limiting salt, fat, carbohydrates, calories, or fluid. Food may also range in consistency from soft to ground or pureed. Your nurse can contact the clinical dietitian to help address any concerns or questions you may have about your diet.

Guest Meals - Guests of our patients are welcome to utilize our room service dining system. For an extra menu, please ask your nurse. You can purchase a breakfast meal for $5.00 and a lunch or dinner meal for $7.00 by dialing the room service line at ext. 1234. Checks and credit cards are preferred.

Cafeteria - Our cafeteria is open Monday through Friday for breakfast (7am—9am) and lunch (11am—1pm). Complimentary hot coffee and tea are available in the cafeteria and the outpatient surgery waiting room. If you want to know what entrées the cafeteria is offering, call our Food Hotline at ext. 3663 to find out or go to: www.sheridanhospital.org.

Vending - Vending machines are located downstairs in the cafeteria and also in the hallway near the front entrance of the hospital.
Food & Nutritional Services continued...

Outside Food - We closely monitor your food and fluid intake. Certain foods may not be recommended. Please notify your nurse if you receive food or drinks from an outside source.

NPO (Nothing by Mouth) - If your doctor has determined that you should not receive any food or fluid by mouth, you must strictly follow this instruction. This diet order would also include gum and hard candy. Failure to follow these guidelines could result in the cancellation of surgeries, tests, or other treatments.

Visitors

Visiting Hours
General visiting hours at Sheridan Memorial Hospital are from 8am to 8pm daily. Visiting hours in certain areas of the hospital may vary. Please check with staff of the following units for visiting hours: Intensive Care Unit, Women's Health and Pediatrics.

The hospital allows a family member, friend or other individual to be present with the patient for emotional support during the course of the stay. This is an individual of the patient’s choice, unless the individual’s presence infringes on others’ rights, safety, or is medically or therapeutically harmful. The individual may or may not be the patient’s surrogate decision maker or legally authorized representative.

Accommodations
Various motels and hotels around Sheridan offer discounted rates based on availability for patients and family members. Please check with the Guest Services at (307) 672-1150 or Patient Relations at (307) 672-1197, to obtain a list of these service providers.
Gift Shop
The Kozy Korner Gift Shop, located on the main level is run entirely by hospital volunteers. The shop carries a large variety of gift items, clothing, scarves, jewelry, home décor, toys, candy, magazines, books, etc. and is open to the public. Hours vary, check with Guest Services for more information.

Support Services

Patient Relations
Patient Relations serves as a resource for patients and staff members when concerns or complaints about patient care and satisfaction arise. Please call our Patient Relations Coordinator at (307) 672-1197, Monday—Friday 8am—5pm.

Ethical Decisions
Patients, families, healthcare providers and community members who wish to discuss ethical concerns, should contact our Compliance Officer at (307) 675-2669.

Case Management & Social Services
Case Management and Social Services personnel are available to help patients and their families with discharge planning such as home-health care, referrals to community agencies, nursing home placement, clarification of insurance benefits, Advance Directives, and applications for disability benefits through Social Security and other social programs. Services are provided at no charge. Requests for Case Management can be made by a patient, family member or physician. Case Managers are available from 8am to 5pm, Monday through Friday. If you are within the hospital and need assistance, please call extension 2608. If you are outside of the hospital, call (307) 672-2608.
Going Home

What happens when it’s time to leave the hospital? Your care begins before you arrive and continues after you leave.

Discharge

You will not be released until your doctor has written an order for your discharge and all necessary arrangements have been made. Please remember that your physician may make rounds at different times each day.

Going home from the hospital can be a hectic and confusing time. Discharge date and time is at your physician’s discretion. Please allow one to two hours after your doctor has provided post-stay instructions for your release.

Support Services continued...

Volunteer Services
Volunteers contribute many hours of service to Sheridan Memorial Hospital. They are invaluable and serve in many departments. If you are interested in volunteering, please call (307) 675-2620.

Chapel & Clergy
Sheridan Memorial Hospital recognizes our community’s cultural diversity and desire for spiritual comfort and direction. The Griffith Chapel is located near the front entrance and is available for prayer, meditation and personal reflection. A book where personal prayer requests can be recorded is located in the chapel.

If you desire to have clergy visit you while you are in the hospital, you may request this upon admission or at any time during your stay.
Going Home continued...

In some cases, a social worker from the case management department will meet with you to plan for your transition/discharge home or to the most appropriate level of care. This may include assistance with Advance Directives and other coordination of care and services. Here are some helpful tips to assist you.

Helpful Discharge Tips

- **Talk with your nurse to obtain an accurate discharge time before arranging for a ride home.**
- **You must obtain discharge instructions from your nurse before you are released.**
- **Please remember to take home all personal belongings, including prescriptions, personal medications, clothing and discharge instructions.**
- **It is important to us that you continue to heal and improve each day. If you do not understand any of the discharge instructions, please ask questions.**

Safety at Home

You and your doctor will decide when you are ready to go home from the hospital. New medications, home nursing, special equipment and physical, occupational or speech therapy may be included in your recovery. Case Management can help make these arrangements for you.

Medications for Home

Your doctor may order medicine for you to take at home. Tell your doctor about medications (self or doctor prescribed) you were taking when you came to the hospital. For your convenience, our staff can call your pharmacy before you leave the hospital.
Follow-up Appointments

Schedule an appointment to see your primary care physician after you go home. Communicate your discharge instructions to your primary care physician and obtain referrals as necessary. Know what other types of care you will need, such as physical or occupational therapy. Write down the name and office telephone numbers of doctors with whom you need to schedule follow-up appointments. Find out whether you need to call for the appointment or the appointment has already been scheduled for you. Know the reason for each appointment and the information you will need to bring.

Home-Health Services

If needed, your doctor may order home-health or hospice services including a nurse, physical therapist, occupational therapist, speech therapist or a home health aide to visit you at home. Let your social work case manager know if you need help in choosing a home-health care company.

Homecare and Hospice of the Big Horns are a part of Sheridan Memorial Hospital. They will be happy to answer any questions you may have regarding home-health care. They can be reached by calling (307) 672-1083.
Billing Procedures & Questions

If your insurance information is complete, we will bill your insurance company directly; unless you instruct us otherwise. Patient financial coordinators are available to assist you with any questions you may have regarding our billing procedures and payment options. Please call (307) 672-1030 or (307) 672-1029, Monday through Friday from 8am to 5pm.

Depending on your insurance plan, physicians involved in your care may bill you separately from the hospital. These physicians can include anesthesiologists, surgeons, radiologists, pathologists, cardiologists and other specialists. If you have any questions regarding these bills, you should call their billing offices directly at the telephone numbers listed on the statements sent to you.

Transitional Care & Rehabilitation

The Transitional Care Unit (TCU) allows patients an extended stay when they need a few extra days of transition before returning to their home. A multidisciplinary team works together to provide nursing care, social work services, physical therapy, occupational therapy, and recreation in order to ease the transition for our patients to safely return home. A stay in the TCU requires an order from your physician and may require approval from insurance companies for coverage.
Other Services

Sheridan Memorial Hospital provides additional services to our patients, community members and guests. Please visit our website at www.sheridanhospital.org to find a complete list of other services offered.

Interpreter Services

If you or your family are unable to communicate in English, translation services can be provided. Ask your nurse for assistance or contact the Emergency Department at (307) 672-1100.

Hearing Impaired Resources

Please tell the staff if you are hearing impaired. Special services can be provided for you.

How did we do?

We hope we exceeded your expectations. One to two weeks after your discharge, you may receive a survey in the mail. Please take time to complete the survey. This is our report card. We value your opinion and use information from the surveys to make changes where needed to improve our service to you, our patient.

Thank you for choosing Sheridan Memorial Hospital!
## Sheridan Memorial Hospital Telephone Directory

<table>
<thead>
<tr>
<th>Department</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information</td>
<td>307-672-1000</td>
</tr>
<tr>
<td>Administration</td>
<td>307-672-1044</td>
</tr>
<tr>
<td>Admissions (Guest Services)</td>
<td>307-672-1150</td>
</tr>
<tr>
<td>Patient Accounts (Billing)</td>
<td>307-672-1000</td>
</tr>
<tr>
<td>or 672-1030</td>
<td></td>
</tr>
<tr>
<td>Case Management/Social Services</td>
<td>307-672-2608</td>
</tr>
<tr>
<td>Compliance Hotline</td>
<td>307-675-2669</td>
</tr>
<tr>
<td>Food Hotline (Daily Lunch Menu)</td>
<td>ext. 3663 (inside hospital)</td>
</tr>
<tr>
<td>Food Hotline (Daily Lunch Menu)</td>
<td>675-2665 (outside hospital)</td>
</tr>
<tr>
<td>Foundation</td>
<td>307-673-2418</td>
</tr>
<tr>
<td>Outpatient Lab</td>
<td>307-673-3199</td>
</tr>
<tr>
<td>Sidewalk Café</td>
<td>307-673-3195</td>
</tr>
<tr>
<td>Kozy Korner Gift Shop</td>
<td>307-672-1147</td>
</tr>
<tr>
<td>Health Information &amp; Records</td>
<td>307-672-1070</td>
</tr>
<tr>
<td>Homecare &amp; Hospice</td>
<td>307-672-1083</td>
</tr>
<tr>
<td>Patient Relations</td>
<td>307-672-1197</td>
</tr>
<tr>
<td>Wyoming Rehab/Physical Therapy</td>
<td>307-674-1632</td>
</tr>
<tr>
<td>Volunteer Services</td>
<td>307-675-2620</td>
</tr>
</tbody>
</table>

### Crisis Lines

#### Emergency

<table>
<thead>
<tr>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>911</td>
</tr>
<tr>
<td>307-672-3222</td>
</tr>
</tbody>
</table>

| Advocacy & Resource Center / Crisis Line       |
| 307-672-3222 |

| National Suicide Hotline                       |
| 1-800-273-8255 |

| Northern Wyoming Mental Health (NWMH)          |
| 307-674-4405 |

| NWMH Crisis Line                               |
| 307-674-2065 |
The Sheridan Memorial Hospital Foundation’s mission is to cultivate community involvement and to support the hospital’s vision:

“When people think of excellent healthcare, they think of Sheridan.”

Funding from community gifts and grants has assisted Sheridan Memorial Hospital with the following healthcare projects and programs:

- The Welch Cancer Center
- Digital Mammography Equipment
- Robert Bishop Dialysis Endowment
- Emergency Department Expansion
- Watt Dialysis Center
- New Patient Wing
- Home for Life Campaign - cancer diagnosis & treatment equipment
- IMRT Radiation Equipment (Intensity Modulated Radiation Therapy)
- Annual support for vital healthcare programs such as Hospice of the Big Horns, Diabetes Education, Dialysis and Information Systems
- Implemented a Foundation Employee Partner Program with around 70% participation
Giving options

There are many ways to help support your community’s hospital and ensure the Foundation’s mission continues, all of which are tax deductible in accordance with section 501 (c)(3) of the Internal Revenue Service Code. **Call us today at (307) 673-2418.**

- Cash & Pledges —flexible and individualized to accommodate a variety of options
- Stocks & Bonds
- Life Insurance

Planned Giving

Have you considered a planned gift? Planned giving is something that will allow you to have a meaningful, long-lasting impact on Sheridan Memorial Hospital and our community beyond your own lifetime. If you would like to find out more about Planned Giving and the annual gift program, as well as the tax advantages associated with Planned Giving, please call the Foundation office at (307) 672-2418.

In today’s world, it is becoming increasingly important to make the most of every dollar raised and with this in mind, the Sheridan Memorial Hospital Foundation is very proud of the fact that 100% of all funds raised through the Foundation are used for the sole purpose designated by the donor and none of the money raised is used for administration or operational costs of the Foundation.
1401 West 5th Street
Sheridan, WY  82801
(307) 672-1000
www.sheridanhospital.org

www.facebook.com/sheridanwyohospital