Patient Guide

Helpful information about your hospital stay
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At Billings Clinic, we are a dedicated team of health care professionals with one goal in mind: to offer you the best care and safety possible. We know that good care involves more than good medicine. That’s why our concern for you extends to every part of your stay. We want your experience to be as safe, pleasant and comfortable as possible.

Use this guide to learn more about the services and resources that are available to you and your visitors. This guide is also available online at www.billingsclinic.com. We would like to extend our thanks for choosing Billings Clinic.
About Billings Clinic

• Based in Billings, Montana, Billings Clinic is a not-for-profit health care organization where health care specialists work together for our mission of providing health care, education and research to our local community and the region.

• Billings Clinic has nearly 3,400 employees, including 230 physicians and 60 physician assistants, nurse practitioners and advanced practice registered nurses.

• Billings Clinic offers 35 specialties. Services include our Emergency & Trauma Center, Cancer Center, Cardiovascular Services, Orthopedics and Sports Medicine Center, Family Birth Center, Women’s and Children’s Services, Neurosciences, Surgical Services, Psychiatric Services and Primary Care.

• Innovative technology improves patient care, safety and access, including our Clinical Information System which provides one electronic medical record for the clinic and hospital.

• Billings Clinic is a Level II Trauma Center. Billings Clinic MedFlight advanced life support helicopter and fixed-wing aircraft service averages 700 flights per year, transporting critically ill or injured patients from rural communities.

• Accredited by the Commission on Cancer of the American College of Surgeons (ACoS) as an approved Comprehensive Cancer Program. Our Cancer Center offers more than 100 clinical research trials for new therapies.

• Our Family Birth Center provides family-centered care where you and your family remain in the same private birth suite during your entire stay, and your nurse cares for you and your baby together. Billings Clinic currently has a Level II+ NICU for babies who require comprehensive care and monitoring and intensive medical attention. Billings Clinic’s NICU will move to Level III in the fall of 2008 after the arrival of our new neonatologist.
• Our Research Center, which includes an analytical lab, research kitchen and bone density machines, conducts our own research projects in addition to 25 to 40 clinical trials ongoing per year for conditions such as diabetes, multiple sclerosis, osteoporosis, hypertension, gout, vascular disease and hormone replacement.

• Billings Clinic operates primary care clinics in the Billings Heights, Billings West, Bozeman, Columbus, Miles City and Red Lodge, Montana and Cody, Wyoming.

• Billings Clinic manages several hospitals and health care organizations, including facilities in Colstrip, Columbus, Livingston, Big Timber, Scobey and Red Lodge, Montana, and Lovell, Wyoming.

Our Commitment to Excellence

• The Joint Commission Accreditation and Primary Stroke Center Certification (Re-accredited for 2006-2009) Billings Clinic is nationally accredited for quality and safety by The Joint Commission for our Hospital, Behavioral Health, Home Care and Laboratory Services. (Re-certified in 2007) Billings Clinic received The Joint Commission’s Certificate of Distinction for Primary Stroke Centers, which recognizes centers that make exceptional efforts to foster better outcomes for stroke care.

• Billings Clinic is recognized internationally for nursing excellence, with the Magnet™ award from the American Nurses Credentialing Center. Billings Clinic is the only Magnet designated health care organization in Montana and Wyoming.

• National Cancer Institute Community Cancer Centers Program (2007-2010) The National Cancer Institute (NCI) has chosen Billings Clinic Cancer Center as one of 10 health care organizations in the nation to take part in a three-year pilot phase of the new NCI Community Cancer Centers Program (NCCCP) to help bring state-of-the-art cancer care to patients across the United States. Billings Clinic is the only NCCCP site in Montana, Wyoming, Idaho or North Dakota.

Continued on page 4
• HealthGrades ranks Billings Clinic as #1 in Montana and 5 stars for Overall Orthopedic Services, Joint Replacement Surgery and Spine Surgery.

• Billings Clinic’s Intensive Care Unit (ICU) has earned the **Beacon Award** for Critical Care Excellence, placing it among top ICUs in the nation. The American Association of Critical-Care Nurses (AACN) awards the Beacon to critical care units that achieve the highest quality patient outcomes possible and demonstrate excellence and innovation (2007).

• Verispan **100 Most Highly Integrated Healthcare Networks** in America.

• Mountain-Pacific Quality Health Foundation **Quality Achievement Award** for outstanding quality projects – heart attack, heart failure, pneumonia, surgical infection prevention.

• Thomson Healthcare **100 Top Cardiovascular Hospitals in America** (2004-2007).


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**Our Mission**  
*Health Care, Education, Research*

**Our Vision**  
*By 2010, Billings Clinic will be recognized as the health care organization providing the best clinical quality, patient safety and service experience in the nation.*

**Our Values**  
**Quality** – *We are committed to a high standard of quality and value to achieve optimal clinical outcomes.*
Service – Our goal is to deliver outstanding service to our patients and communities in the region by anticipating and meeting their needs with compassion.

People – We respect and value each individual.

Teamwork – Each individual contributes as a member of the team accomplishing more than an individual can alone. Flexibility, mutual trust, and cooperation are essential.

Integrity – We take responsibility for our actions and communicate openly and honestly with each other and the public.

Information About Your Floor

At Billings Clinic, we are focused on quality care, safety and service. We want your stay at Billings Clinic to be as safe, pleasant and comfortable as possible. If you or a family member have any safety concerns or other issues, please ask to speak with the manager or clinical coordinator for your area.

Personal Items and Valuables

Bring only essential items to the hospital, such as sleepwear and toiletries. For safety reasons, do not bring TVs, radios, hair dryers or other electric devices. If you do bring electric devices, they must be checked out by Bio-Med personnel before use. Contact your nurse for more information.

We offer the following tips to help you keep your personal items safe:

• Dentures, when not being worn, are best stored in a denture cup with your name on the case, in the top drawer of your bedside table. Do not place them on your food tray or on the bed linen.

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• Glasses and hearing aids are best kept in a case when you are not wearing them and placed in the drawer of your bedside table.

• We recommend that you keep your clothing in the closet with your suitcase.

• Valuables such as jewelry (wedding rings, watches, earrings, and necklaces), money and credit cards should be secured in the hospital’s safe. Please let your nurse know if you have valuables that need to be secured. Security will help account for them and get them secured.

We have asked you to bring your medications with you to verify your current medication regime. However, once we complete the update of your medication list, we would like you to send your medications home, if possible. If you are unable to send them home, our pharmacy will hold your medications for you until you are discharged.

Your health and safety are important to us, so we insist that you use only the medications Billings Clinic provides. Billings Clinic only gets its medications from trusted suppliers that store medications securely and safely and we use procedures for safe and secure handling once we receive them. This process addresses concerns about contaminated medications, counterfeit medications, expired medications, the chance of medications being stored improperly, and the chance of medications not being pure. If you have medication-related questions, please ask to speak with a pharmacist.

**Unit Features**

**Unit Procedures – Nurse Schedules, Care Model**

You will have a Registered Nurse (RN) and Certified Nurse Aide (CNA) or LPN caring for you during your stay. We work 8-hour and 12-hour shifts.
**Activity**

Your physician orders activity levels. If you have any doubts about getting up by yourself, please put on your nurse call light and get assistance.

**Measuring Your Intake and Output**

We will need to measure the amount of food/fluid that you take in and the amount of urine you pass. Please let us know after you have used the bathroom to allow us to measure and record the amount.

**Call Light System and Television**

The white control with the red cross on the front is your call light. Don’t hesitate to push the red button if you need assistance. The call button on your bedside rail does not work to call for your nurse. The other buttons control your television. The button on the left controls the volume, and the button on the right controls the channel.

**Patient Education and Healing Environment**

Billings Clinic offers a variety of educational and healing environment programming that supports and nurtures wellness.

- Channel 70 offers 24/7 recovery and wellness programs featuring patients and their stories to communicate important information on wellness and messages of hope to the viewer.

- Channel 21 offers patient education and healing environment programs produced by Billings Clinic and features Billings Clinic doctors and staff. Times of programs vary.

- Channel 2 offers ambient programming available 24/7. The Care Channel provides beautiful nature images and instrumental music that has been composed and produced specifically to support the Billings Clinic Healing Environment.
**Use of Your Bed**

To raise or lower your head or knees, please use the controls on the side rails on the inside of your bed. Some patients have restrictions on bending their knees or the elevation of their head. Your nurse will let you know if there are any restrictions and if in doubt, just ask your nurse.

**Television Station Guide**

Stations in **blue** are special channels at Billings Clinic.

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<td>Care Channel</td>
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<td>soothing music and images of nature</td>
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**Channel 21 Schedule**

- **9:30 am**: Coumadin
- **9:40 am**: Lovenox
- **10:00 am**: Ostomy
- **12:00 pm**: Coumadin
- **12:10 pm**: Lovenox
- **2:00 pm**: Coumadin
- **2:10 pm**: Lovenox
- **5:00 pm**: Diabetes
- **7:00 pm**: Oncology on Canvas
- **10:30 pm**: Ambient TV; Still Life with Fish video
**Ordering Meals – Room Service Phone Number 3663**

Room service hours to order meals or snacks are from 6:30 am to 7 pm. Allow about 45 minutes for delivery. We will provide you with a menu according to the diet your physician ordered. If you have diabetes, please notify your nurse/CNA when you have placed your meal order. If you are unable to order, your family may pre-order for you, or we are happy to assist you.

**Telephone Services**

When you dial a local number in the Billings area, you must dial 9 and the number. For long distance calls, you will need a calling card or personal credit card. The hospital does not accept collect calls. When you dial a Billings Clinic number from your room or any on-campus phone, the last four numbers are all that is necessary. For example, if you want to reach the gift shop at 657-4028, dial 4028.

If you do not want to be disturbed while you rest, please let your nurse know so we can turn your phone off while you rest. Phone books are in the nightstand.

**Patient Safety**

**Fall Prevention**

Please do not get out of bed if you feel dizzy or light-headed. Put on your call light, and someone will assist you. If you have had a procedure, don’t get up until you visit with your nurse.

**Pain Scale**

It is important to report your pain. Report your pain when it is just beginning. Pain medicines work better if you take them when the pain is just starting. Tell the hospital staff where you are hurting. Point to the areas that hurt.

Tell the hospital staff how much pain you have on a scale of 0-10 (see chart on page 10). Reference the faces, a number or words to help.

*Continued on page 10*
Use additional words to describe your pain. For example: sharp, dull, cramping, burning, shooting, or throbbing. A description of your pain will help the doctor or nurse to select the best treatment for your pain.

No-Smoking Policy
For better health, Billings Clinic and all its facilities and properties are smoke-free. This includes the hospital, clinics, regional facilities, skilled nursing facility, office buildings, parking lots, private vehicles on Billings Clinic property and Billings Clinic vehicles. Thank you for not smoking.

Patient Identification Process
To ensure safety and proper identification of our patients, we will ask you your name and date of birth and will verify your name band whenever we give you medications, draw blood for lab tests or take you to a procedure.
Medication Reconciliation

For your safety every time you are a patient with us, we will ask you what prescription medications, over the counter medications, vitamins and herbal medications you are currently taking. An accurate medication list will help us take better care of you. Prior to your leaving, you will receive a new, updated list of all of the medications you should be taking while at home. This list should be carried with you and communicated to your pharmacist and any physicians you may see.

Hand Hygiene Expectations (Caregivers and Family)

Hand hygiene will occur before and after a caregiver attends to you. Caregivers will either perform a soap and water hand wash or will use an alcohol-based hand sanitizer called “Gel San” before and after caring for you. Visitors/family should wash hands or use the alcohol-based hand sanitizer before entering and exiting the room.

Environmental Safety

To ensure your safety, overhead lights, night lights, side rails and bed alarms can be used. We will instruct you on how to use the lights and side rails. Please ask your nurse/CNA if you have any questions.

Patient Rights and Responsibilities

Patient Rights – as a patient, your rights encompass:

Quality of Care

• Care which recognizes and maintains your dignity and values.
• A safe care setting.
• Care provided by competent personnel.
• To know the identity and professional status of your caregivers.

Continued on page 12
• Pastoral and/or spiritual support.
• Interpreters and/or special equipment to assist language needs.
• Information about care options that are available after discharge.

Confidentiality and Privacy
• Personal privacy within the law.
• Confidentiality of your medical and billing records.

Decision Making
• To receive all medical information regarding health status including alternatives and risks.
• To help plan your care, treatment and discharge.
• To participate in decisions about your care.
• To give informed consent prior to the start of any tests, surgery, procedure or treatment.
• To request a second opinion.
• To create advance medical directives and to have the intent of such directives honored to the extent permitted by law.
• To accept, refuse or withdraw from clinical research.
• To choose or change your health care provider.

Access to Medical Records
• To ask to review your medical records with your health care provider and to have the information explained and interpreted within a reasonable timeframe.

Seclusion and Restraints
• To be free of any sort of restraint unless medically necessary.

Pain Management
Pain or discomfort is an expected result of surgical and medical conditions. We would like you to:
• Ask your doctor or nurse any questions about pain or the treatment of pain.
• Be as comfortable as possible during your hospital stay within the context of safe and appropriate pain management.
• Tell the hospital staff how much pain you are experiencing, on a scale from one to 10, and which activities make it worse.
• Be treated for any side effects that pain medication may cause.

**Grievance Process**
• To voice a complaint to your health care provider without fear of reprisal.
• To receive a timely response with the results of your complaint.
• To request an Ethics Committee consultation and/or participate in ethical discussions, which arise in the course of your care.
• To communicate concerns by calling (406) 238-5771.

**Billing**
• A complete explanation of your bill.
• To speak with a financial counselor regarding your bill, insurance, co-pays and other means of payment.

**Non-Discrimination**
• Billings Clinic is a not-for-profit health care organization committed to providing care to all persons regardless of race, creed, color, gender, age, national origin or disability. We accept persons covered by Medicaid or Medicare and we offer substantial charity care and financial assistance to those in financial need.
• If this facility provides emergency services, it must not deny those services to a person who needs them but cannot pay for them.
• If you believe you have been discriminated against by Billings Clinic, contact director of Patient Relations (504/ADA Coordinator) at 238-5771 or the Office for Civil Rights at (303) 844-2024, TDD (303) 844-3439, or www.hhs.gov/ocr.
Patient Responsibilities – Help us take better care of you.

Please know that we support you in meeting your responsibilities during your stay, such as:

Sharing Information
• Providing accurate and complete medical information to your health care providers.
• Understanding your treatment plan, asking questions, and informing staff when answers are not understandable or your treatment plan cannot be followed.
• Reporting any change in your condition.
• Presenting important valuables to hospital staff for safekeeping.
• Informing us of Advance Medical Directives.

Involvement
• Participating in your care.
• Following the advice of your health care team to the best of your ability.
• Accepting the consequences of your decisions if you refuse to follow recommended treatments and instructions.

Respect and Consideration
• Respecting the needs, rights and property of other patients, family members and caregivers.
• Being mindful of noise levels.

Insurance and Billing
• Knowing the extent of your insurance coverage. Knowing your insurance requirements such as pre-authorization, deductibles and co-payments.
• Calling the billing office with questions or concerns at 238-2250.
• Meeting your financial obligations.
Advance Directives

Federal law now requires all hospitals, including Billings Clinic, to ask their patients at the time of admission if they have completed an “advance medical directive.” This will try to answer some of your questions about advance directives and how they can help you and your loved ones prepare for the unexpected.

What Are “Advance Medical Directives?”

They are legal directions that are written by you while you are mentally and physically able to do so, and they take effect when you can no longer communicate your wishes. These directives are very important, because they make your wishes about what health care options you want clear and understandable. Living wills, durable power of attorney for health care forms, Comfort One, Five Wishes and organ donation cards are some examples of advance medical directives.

What Is a Living Will?

According to Montana law, a living will is a set of written instructions that tells others what health care you want or don’t want should you become terminally ill. It is used only in situations where you are no longer able to make health care decisions, and your doctor believes you have an incurable health condition that will cause your death. It is called a living will because it takes effect while you are still alive. If you complete a living will, it must be witnessed by two individuals, preferably who are not your heirs or immediate family. You can also designate a “proxy” who would make these decisions for you if you do not wish to or were unable to make them yourself. Please be aware that even if you do have a written living will, you can still change your mind at any time.
Why Have a Living Will?

Since a living will is written by you, it gives clear direction about both your values and your wishes regarding what medical treatments you want, and shows that you have carefully thought about your decisions. For your family, a living will can ease the indecisions and concern about your care. For hospitals and caregivers, these documents help guide important decision making.

Will a Living Will Limit My Medical Care?

No! A living will simply declares your wishes about what life-sustaining care you do or do not want. It will in no way affect the quality of the care you choose to ensure your comfort, such as pain relief.
What Is Durable Power of Attorney for Health Care?

Montana law states that a durable power of attorney for health care is another form of advance medical directive. It is one that can relate to any medical condition, not just a terminal illness. These documents allow you to name a person, or proxy, to make health care decisions for you if you become unable to do so.

What Should I Do with My Living Will and Durable Power of Attorney for Health Care Documents?

Make copies for your family, your physician, and your hospital’s medical records department where it will be placed in your medical record. Keep the original for yourself and store it in a safe place. Be sure your family knows your wishes and where you keep your documents.

What is Five Wishes?

Five Wishes is an advance health care directive that provides instructions about the level of health care you want or do not want in the event that you become seriously ill and unable to speak for yourself. Five Wishes focuses on medical, personal, emotional and spiritual needs. If you would like a Five Wishes advance health care directive, please call Senior Life Partners at 657-4400 or 1-800-332-7156, extension 4400. We suggest that you read the entire advance health care directive before completing it, and discuss the contents of the document with family members so that the choices you make will be honored.

What is Comfort One?

Comfort One is a system that gives seriously ill people an opportunity to limit their medical treatment in an emergency. A person involved in Comfort One will have identification of their enrollment to let emergency medical personnel know they want only supportive care in an emergency.
Organ and Tissue Donation

Many people do not think about their own death and do not plan for organ or tissue donation. Montana residents may express their wish to donate organs on their driver’s license, which enters them into a state donor registry. A listing in the donor registry is legal consent for donation per Montana legislation. No additional consent is required from family members.

Federal and state laws require that hospitals offer organ and tissue donation as an option when it is appropriate. Your physician or a Billings Clinic representative can talk to you about organ donation following the death of your loved one. Although it is a difficult time for you and your family, be assured that any decision you make will be understood and supported.

Ethics Committee

What is the Ethics Committee?
The Billings Clinic Ethics Committee is a multi-disciplinary advisory group of physicians, nurses, social workers, administrators, attorneys, clergy, mental health counselors, and members of the wider community. The Ethics Committee meets monthly, or more often if needed, to achieve the following goals:

• To provide consultation to physicians, staff, patients and families as they decide the best course of treatment in ethically ambiguous situations.

• To consider medical ethics issues that emerge at institutional, state-wide, and national levels, and to recommend Billings Clinic policy changes as appropriate.

• To educate committee members and other staff about medical ethics principles and how to apply those principles in clinical settings.
When Is an Ethics Consultation Appropriate?

An ethics consultation serves as a resource for patients, families, physicians and other health care professionals as they decide the best course of treatment. Ethical principles such as compassion, justice, and a patient’s individual rights and wishes are considered in each consultation.

Ethics consultations can involve reviewing the patient’s medical record, listening to the opinions of health care providers, meeting with the patient and family, and/or facilitating discussion among health care providers and family. A summary of the consultation is recorded in the patient’s chart. Ethics consultations are always confidential.

An ethics consultation is appropriate

• when there are serious differences of opinion among the patient, family members and health care providers about what the best course of treatment for that patient should be;

• when efforts to resolve such problems have reached an impasse;

• when a case is very complex or ethically unusual;

• when a health care provider, patient or family wants to clarify ethical dimensions of a patient’s care or needs help making an ethically significant decision;

• when communication or cooperation with a patient’s surrogate decision-maker is compromised.

What Are Some Common Ethical Problems?

• What should family members or medical staff do when they strongly disagree with or are very uncertain about what is best for the patient?

• How can families reach clarity when struggling with decisions about starting or stopping life-prolonging treatment?
• What should patients or families do when they do not understand what medical staff are saying, but medical procedures and treatments continue anyway?

• Who makes decisions about medical treatment when patients can’t communicate or can’t make decisions for themselves?

• What can families or staff do when a patient is refusing treatment that might be beneficial?

How to Reach the Ethics Committee
Call the Pastoral Care office at (406) 657-4747.

Your Health and Safety

Medication Safety

Talk to Your Pharmacist

Medicine labels can be hard to understand. For example, ask if “four times daily” means taking a dose every six hours around the clock, or just during waking hours. Don’t hesitate to question anything you don’t understand or that doesn’t seem right. Be especially alert to changes in appearance, color, shape, and dosage strength when you refill your prescription.

1. When you pick up your medicine, ask, “Is this the medicine that my physician prescribed?”

2. Check the label on the medication your pharmacist has given you with the directions your physician gave you. If you have questions about the directions, ask.

3. Check to see if there are any differences in the written discharge medication list from Billings Clinic and the label on the medication your pharmacy has given you.

4. If you have a question, ask the pharmacist to call your physician.
Ask your pharmacist about the best way to measure your liquid medicine. For example, many teaspoons do not hold a true teaspoon of liquid. Special devices such as marked oral syringes help people to measure the right dose.

- Ask whether the medication should be taken with food or on an empty stomach.
- Ask if you should swallow or chew the medicine or if it can be cut or crushed.
- Ask if certain medications should be avoided or not taken with other medications.
- Ask how you can monitor for any intended benefit or adverse effects.

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• Ask what you should do if you miss a dose.
• Ask for written information about what side effects your medicine could cause and which ones to worry about.
• Take medicine as it is prescribed by your doctor. Don’t stop taking your medicine without talking with your doctor.
• Be sure to discard old medications.
• Don’t share your medications with other patients.

Talk to Your Physician or Nurse

Tell all of your physicians about all the medicines you are taking, including prescriptions, over-the-counter medicines (for example, aspirin) and dietary supplements such as vitamins and herbs.

Carry a List

For your safety, always carry a list of any and all medications you are taking. Include all medications prescribed by a doctor, over-the-counter medicines and any homeopathic medicines, vitamins and/or herbal products. Please bring this list and all medicines you are currently taking to your appointment.

Tell Your Physician

Tell your physician about any allergies and reactions that you have had to medicines. Keep a list of medicines you cannot take.

When you are given a prescription, make sure you understand the following:
1. What is it for? How will it help me? How am I supposed to take it, and for how long?

2. What side effects are likely? What do I do if side effects occur?

3. Is this medicine safe to take with other medicines or dietary supplements including herbs?

4. What food, drink, or activities should I avoid while taking this medicine? Ask if it’s safe to drink alcohol.

**Herbal Supplements**

**What Is an Herbal Supplement?**

Herbal supplements are botanical dietary supplements consisting of plants or parts of plants. Examples of herbal supplements include black cohosh, Echinacea, garlic, ginkgo biloba, ginseng, St. John’s Wort and green tea. Some herbs have common uses or certain claimed health benefits; some herbs have been known to cause health problems.

**Talk to Your Physician or Pharmacist**

Before using an herbal supplement, or to find out about common uses, effectiveness, side effects or interactions, talk to your physician or pharmacist.

Tell all of your physicians about all the medicines you are taking, including prescriptions, over-the-counter medicines (for example, aspirin) and dietary supplements such as vitamins and herbs.

Herbal supplements are considered medications. Carry a list of all the medications you are taking, including herbal supplements. Bring this list and all medicines you are currently taking to your appointment. Dietary supplements, including herbs, can interact with prescriptions or over-the-counter medications.

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medications. In addition, herbal supplements can cause side effects or could trigger allergic reactions.

Tell your physician about any herbal supplements you are taking prior to surgery. Avoid herbal supplements if you are going to have surgery. Some herbal supplements can affect anesthetics and can cause complications such as high blood pressure and bleeding. If you notice any problems while taking an herbal supplement, discontinue its use immediately and contact your physician.

**Food and Drug Interactions**

**Talk to Your Physician or Pharmacist**

Your physician or pharmacist can answer questions about how your medications can interact with other medications you are taking, including dietary supplements and herbs. Medications can also interact with certain foods. Ask your pharmacist or physician what food or drink should be avoided with your medication, including whether it is safe to drink alcohol.

**Common Interactions**

Some common interactions are listed here, however, check with your physician or pharmacist regarding your specific medication. A dietitian can also help answer questions you have about food examples and interactions.

**Coumadin (Warfarin)**

Many foods contain vitamin K, and vitamin K helps your blood to clot. Changes in the amount of vitamin K in your diet may affect the way warfarin works. Common foods containing vitamin K are leafy green vegetables, and some vegetable oils, including broccoli, Brussels sprouts, cabbage, cucumber, spinach, green tea, kale, lettuce, mayonnaise, onion, parsley, soybean and canola oils.
Diuretics (Water Pills)

Some diuretics deplete potassium, while others are known as potassium-sparing. Talk to your physician or pharmacist regarding food and nutrient interactions if you are taking a diuretic. Some foods high in potassium include avocados, bananas, broccoli, oranges, potatoes and spinach.

Grapefruit Juice

Grapefruit juice can interact with the enzymes that break down medications in the digestive system. Talk to your pharmacist to find out whether you should avoid drinking grapefruit juice with your medications, such as Zocor.

When taking certain antibiotics such as Cipro, Floxin, Levaquin, or Tetracyclines, dairy products should not be taken at the same time as the medication (i.e. separated by at least two hours.)

Examples of medications that should be taken with food include prednisone, aspirin, ibuprofen and naproxen.

Examples of medications that should be taken on an empty stomach include penicillin, tetracyclines and thyroid medications.

A class of antidepressant medications called monoamine oxidase inhibitors (MAOI) can interact with foods containing high amounts of tyramine. Examples of foods high in tyramine that should be avoided when taking an MAOI antidepressant include aged cheeses and over ripe fruit.

Preventing the Spread of Infection

You may be placed in isolation if you are found to be infected or a carrier of a germ that can be spread to others,

There are three different types of isolation:
• Airborne  • Droplet  • Contact

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The specific type of isolation depends on how the germ can be spread from one person to another. The purpose of isolation is to keep germs from spreading to other patients, visitors and hospital staff. If you have been placed in isolation, it is extremely important that you follow the isolation precautions listed below so that your infection does not spread to other patients.

- Encourage visitors to read the isolation sign posted on the door and follow instructions.
- Ask for help from the nursing staff if necessary.
- Limit out-of-room activities unless approved by nursing staff.
- Teach visitors to wash hands with soap and water or use hand sanitizer upon entering and exiting the room.
- Visitors may be asked to wear gloves and gowns for certain types of conditions.

1. **Airborne**

   (TB, Measles, Chickenpox)

   - These types of infections can be spread through the air by coughing, sneezing or talking. Anyone living in the same household may be tested to see if they are capable of spreading the disease.
   - You or your family member have been placed in a room with a special airflow system. The door(s) to your room must be kept closed.
   - Masks will be worn by a person who enters the room unless otherwise instructed.
   - If you are allowed to leave the room, you will be required to wear a mask.
2. Droplet
(Influenza, Pertussis, Bacterial Meningitis)

• These types of infections can be spread to others by coughing, sneezing or talking. They can also be spread by touching unwashed hands, used tissue, and contaminated equipment or surfaces.

• Masks will be worn by all who come within three feet of you. The door can remain open.

• You will be asked to wear a mask when outside the room.

3. Contact

The infection can be spread by others through touch. To prevent spreading this infection, everyone taking care of you will wear a combination of gloves and a gown or mask. This may vary depending on the type of care provided. If you leave your room, you will be asked to wash your hands and put on a clean gown.

Some situations will require that you wear a mask. Visitors may be asked to wear a gown or gloves when visiting depending on the isolation category. It is important that visitors wash their hands or use an alcohol-based hand rub before leaving your room.

Ask your doctor or nurse if you have any questions regarding isolation. If necessary, your nurse will tell you about special precautions to be used at home after discharge.

Preventing the Spread of Infection

Hand washing or the use of alcohol-based hand rubs is the best way to prevent the spread of infection.

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Hand Washing Procedure
A. Hand Wash
• Wet hands
• Apply soap
• Rub hands together for 15 seconds, creating a lather
• Rinse with fingertips pointed down

Alcohol Hand Rubs
B. Hand Antiseptic
• Apply dime-sized antiseptic solution to visibly clean hands
• Rub solution on all surfaces of hands until product is dry

For questions, please contact your health care worker or physician.

Influenza Vaccination
Influenza, or flu, is a contagious disease that can be spread from person to person in many ways, including through coughing, sneezing and shaking hands.

Who should be vaccinated against influenza?
Anyone can get influenza; however, some people are at greater risk for developing complications from influenza. The vaccine can be given to people who are 6 months of age or older. It is recommended for people:
• age 50 or older
• at risk of developing complications, including those with diabetes, or heart, lung or kidney disease
• who could spread influenza to those at risk of developing complications
When is the best time to be vaccinated?
One vaccination each year is all that is needed. The best time to get the vaccine is in October or November; however, because the flu season can extend until March, vaccine is available until then.

*If you would like more information, please ask your nurse.*

**Pneumococcal Vaccine**
Anyone can get pneumococcal disease, a serious disease that kills more people in the United States each year than all other vaccine-preventable diseases combined. The pneumococcal polysaccharide vaccine (PPV) protects against 23 types of pneumococcal bacteria. PPV can be given at any time of the year and can be given with all other vaccines, including influenza vaccine.

**Who should be vaccinated against pneumococcal disease?**
- All adults 65 years of age or older
- Anyone over age 2 who has a long-term health problem or who has a disease or condition that lowers the body's resistance to infection

**How many doses of PPV are needed?**
Usually one dose of PPV is all that is needed. However, under some circumstances a second dose may be recommended.

- One dose of PPV is recommended for people age 65 or older.
- People older than age 2 with chronic diseases such as diabetes, heart, lung, or kidney disease should be vaccinated once. Those patients with certain conditions that lead to a compromise of immunity should receive a booster five years later. Otherwise, a second dose should be received after age 65 (assuming five years have passed from the original vaccination).

*If you would like more information, please ask your nurse.*
**Sign Language and Foreign Language Interpretation**

If you or your family member is in the need of either an interpreter for sign or a foreign language, please call 657-4760, and our staffing office or Administrator on Duty can make the necessary contacts to provide you with this service.

To get an interpreter, please call or have your nurse call 657-4760. We will have one sent to you as soon as possible.

Para conseguir a un interprete por favor, o tenga su llamada 657-4760 de la enfermera. Tendremos uno enviado a usted cuanto antes. (Spanish)

Pour obtenir un interprète appelez svp, ou ayez votre appel 657-4760. La infirmière. Nous aurons un envoyé à vous aussitôt que possible. (French)

Um einen Interpret zu erhalten benennen Sie bitte oder haven Sie Ihren Krankenschwesternruf 657-4760. Wir haben ein so bald wie möglich geschickt Ihnen. (German)

**Pastoral Care Services**

If you are a patient, or a family member or friend of a patient, you may be going through a difficult time right now. Chaplains in our Pastoral Care Department are here to be as helpful and supportive as possible to you. No matter what your faith, you are welcome to call on them. Their services are available free of charge, 24 hours a day, seven days a week.

Chaplains seek to contribute to your healing in many ways. The care of a chaplain may involve:

• Spiritual and emotional care to help you and your family cope with illness
• Support through trauma or emergencies
• Sharing prayer, scripture and sacraments
• Visitation before surgery for spiritual and emotional support
• Help in grief and loss, including a grief support group
• Assistance in connecting you with spiritual care resources that are important to you
• Sharing joy over good news
• Compassionate caring and listening

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If you would like to contact a chaplain, please ask your nurse to assist you in arranging a visit or call the hospital operator (press ‘0’ on your telephone) and ask to be connected to the chaplain who is on-call.

Deaconess Chapel is located in the first floor atrium of the hospital across from the pharmacy. The chapel is always open and is:

• A place where people of all faiths can pray and meditate
• A sanctuary to refresh the heart and mind
• A gathering place for worship
• A source of sacred scripture as well as helpful information on a variety of concerns

Cancer Support Groups

Billings Clinic Cancer Center offers a variety of support groups for cancer patients, their families and friends. If you have been touched by cancer, it’s helpful to have the support and companionship of others who have shared the same experience. These groups are facilitated by Billings Clinic oncology professionals. No charge.

Monday Evening Support Group
Weekly on Mondays from 6:30 to 8 pm
Lobby of Billings Clinic Orthopedics & Sports Medicine Center
2702 Eighth Avenue North

Here and Now
Education and Support for Women
Each monthly session will focus on a new way to cope with cancer, including complementary therapies such as nutrition, movement, massage and relaxation.
Second Thursday of each month from 6:30 to 8 pm
Financial Information

Entering the hospital creates a lot of concerns, including some about the cost of your care. This information should help.

About Insurance

Will Billings Clinic bill my insurance for me?
Yes, if you are insured and have provided us with your current insurance information, we will bill your insurance company so that payment can be made directly to us on your behalf. We will also be happy to bill more than one insurance company for you. It is important to remember that health insurance coverage varies and some services may not be covered.

• We allow 30 days from billing for your insurance to pay. If your account is not paid within that time, we will ask you for your assistance to obtain payment from your insurance company.

• Your balance due on your statement will be zero until your insurance has paid.

• You are responsible for charges not covered by your insurance, including deductibles and/or co-payments.

• Your insurance handbook or insurance company can give you more information regarding your benefits.

• Your cooperation in giving complete and accurate information to our admitting personnel at each of your visits will help you get your insurance claim paid quickly.
Making Payments and Payment Arrangements

Payment for care is due within 30 days from the date that the service becomes your responsibility to pay.

Payment options available to you

• You can pay your bill by cash, check, credit card, debit card, online (www.billingsclinic.com/billpay) or by providing your checking account information over the phone (“check by phone”).

• Payment arrangements can be made at no interest for up to 12 months if you are unable pay us within 30 days. Please call our patient financial representatives to roll new services into your existing payment plan.

• We also offer a longer-term bank loan program for loans longer than one year.

What if I don’t have insurance?

• You may qualify for Medicaid, Social Security, Disability, Veterans Administration, Crime Victims, or CHIP. Our on-site program specialists can help you apply for public assistance programs. They are located in the hospital and are available Monday-Friday, 8 am to 4:30 pm. Please call (406) 657-4276 or 1-800-332-7156, ext. 4276. The program specialists are happy to visit you or your family while you are in the hospital.

What if I can’t pay?

• As a charitable organization, Billings Clinic provides services free or at a reduced charge to uninsured or underinsured patients who qualify under Billings Clinic’s financial assistance program. The program has criteria and clear guidelines to objectively determine who qualifies for free or reduced charge services.
• The amount of financial assistance varies depending upon individual financial circumstances. Patients seeking financial assistance must fill out a simple form before being considered for assistance. For a copy of the application and for help completing the form please contact Patient Financial Services at (406) 238-2250 or 1-800-332-7156, Monday-Friday, 8 am to 5 pm.

For more information, please call our patient financial representatives at (406) 238-2250 or 1-800-332-7156, Monday-Friday, 8 am to 5 pm.

Common Questions

Will I receive an itemized bill of all services received?

No. Itemized hospital bills are not automatically mailed to all patients in an effort to conserve paper and minimize waste. If you would like an itemized hospital statement, please call (406) 657-4652 or 1-800-332-7156, ext. 4652.

Will I need to pay a deposit for the services I receive?

Deposits may be requested at time of service.

Will the hospital bill include physician services?

Yes. Billings Clinic bills for all services provided to our patients, including services provided by our emergency room physicians, radiologists, pathologists, surgeons and other specialists. Only the anesthesiologists bill separately.

Will Billings Clinic hold my account if the charges are the result of an injury?

No. Billings Clinic cannot delay charges while liability claims or legal action is pending. Full payment remains the responsibility of the patient. Upon proper authorization, Billings Clinic will make the records available to necessary parties.
I have additional questions. Who should I call?

If you have questions during your hospital stay about insurance coverage or financial assistance, our on-site patient financial representatives will be glad to assist you. They are located in the Atrium of the hospital and are available Monday-Friday, 8 am to 5 pm. You can reach them at (406) 657-5427 or (406) 657-5428. The patient financial representatives are happy to visit you or your family in your room or meet with you in the hospital Atrium.

If you are denied assistance and believe the determination does not accurately reflect your current situation, you may appeal the decision. To request an appeal, please submit a letter explaining why you feel the determination was not appropriate and include further information and clarification to:

Billings Clinic Patient Financial Services
Department 8227
PO Box 35100
Billings, Montana 59107-5100

After your discharge, you may want to have these Patient Accounts phone numbers handy.

Hospital insurance questions:
(406) 657-3450 or 1-800-332-7156, ext 3450

Clinic insurance questions:
(406) 238-5260 or 1-800-332-7156, ext 5260

Self-pay questions: (406) 238-2250 or 1-800-332-7156, ext 2250

Patient complaints: (406) 238-5771 or 1-800-332-7156, ext 5771

General information: (406) 238-2500 or 1-800-332-7156
Visiting Billings Clinic

Visiting Hours: 8 am to 8 pm

Visiting hours allow for both visitation by friends and relatives and proper patient rest essential for treatment. If there is a need for someone to stay overnight with you, please let your nurse know so she/he can arrange for this. Family members may call 238-2500 after-hours to check on you.

If you choose to be NOT LISTED in our patient directory:

Callers or visitors requesting information about a patient who chooses not to be listed in the patient directory will be informed that the patient’s name does not appear in our published patient directory. Telephone calls will not be transferred to the patient’s room, delivery of flowers or mail cannot be accepted, and the patient’s name will not appear on our roster for clergy visits.

Visitation After Hours

We encourage you to visit and support your family member or friend. Arrangements may be made for extended visits if appropriate. To visit after-hours, a visitation exception must be approved in advance from the patient’s nurse or the charge nurse.

• The nursing staff will provide a visitor badge, which should be worn at eye level.

• Approved visitors arriving at the hospital between 8 pm and 8 am must enter through the Emergency & Trauma Center entrance or the Family Birth Center entrance at the northeast corner of the hospital and sign the visitor log in the security office or at the Family Birth Center entrance.
Sharing Information with Your Family (HIPAA Guidelines)

Due to federal regulations regarding confidentiality we cannot disclose any information without your permission.

Your Rest

Allow yourself time for resting. This is very important in the healing process. We encourage you to limit visitors throughout the day to allow for your rest. If you need help in limiting your visitors, please ask your nurse for assistance.

Discharge Time

We will discharge you as early as possible depending on tests, procedures and physician schedules. Generally, discharge is at 11 am. We would like to take the time to make sure you have all the information you need to go home. If we anticipate your discharge the night before, we will inform you so that you can arrange your transportation. Please check your room and collect all valuables prior to discharge.

When You Visit Billings Clinic

To support our effort to create a safe, healing environment for patients, please follow these guidelines while visiting patients at Billings Clinic.

• Visitors should not visit when they are sick.
• For safety and infection prevention, children under the age of 12 are discouraged from visiting.
• Children over the age of 12 are permitted when under constant supervision of a parent or guardian.
• We encourage no more than two visitors at any one time per patient due to the physical space and need for the staff to provide necessary care.
• Please do not use your cell phone in patient rooms. Some patient areas may prohibit cell phone and/or two-way radio use entirely due to medical equipment interference. Guests are encouraged to use cell phones only in waiting areas, the Atrium and cafeteria.

Except for patient meals and those using the voucher system to dine in the room, food and drinks in patient rooms and waiting areas are discouraged and may be prohibited. The cafeteria is available for meals and breaks.

**Meal Vouchers**

A visitor or family member can purchase a meal voucher from the cashier in the cafeteria. This enables them to order from the room and have the meal delivered. Please present the voucher to the person delivering the meal.

**Dialysis, Family Birth Center, ICU and Psychiatric Services Have Specific Visitation Times and Policies:**

**Dialysis:** 8:30 to 10 am; 1 to 2 pm; and 5 to 6:30 pm

**Family Birth Center:** The Family Birth Center has unique visiting hours. Patients receive information about the visiting policy upon admission.

**Intensive Care Unit:** 9 am to 7 pm

**Psychiatric Services:**

Youth: Weekdays 10:30 to 11:30 am and 6:15 to 7:15 pm; Weekends 1 to 2:30 pm; Holidays 1 to 2:30 pm

Adult: Weekdays 1:15 to 2:15 pm and 7:15 to 8:15 pm; Weekends 2:30 to 4 pm; Holidays 2:30 to 4 pm
**Pet Visitation**
Pets are discouraged. Exceptions must be discussed with the department manager.

**Parking/Valet Service**
For your convenience we have valet parking service for the hospital from 8 am to 4 pm. If you would like to access this service, please pull up to the door on the north side of the hospital where you enter to go to Pediatrics or the Family Birth Center (opposite the Emergency & Trauma Center building.)

**Deaconess Healing Garden**
The Deaconess Healing Garden, located north of the hospital between the Emergency & Trauma Center and the Family Birth Center, preserves and honors the rich heritage of the Deaconess name and provides a park-like setting for patients and guests to visit for meditation and relaxation. Walking paths, benches and a stream accent the natural setting. A sandstone wall, trees, shrubs and perennials create a sense of solitude and privacy. Kiosks provide a visual history for patients and visitors through photos and words, along with a timeline that highlights significant milestones for Deaconess Hospital and Billings Clinic over the past eight decades.
Shops

Atrium Pharmacy
Located at the south entrance of the hospital atrium, the Atrium Pharmacy serves employees, volunteers, inpatients being discharged, patients of SameDay Care, Emergency Department, Pediatrics, Endoscopy and Outpatient Surgery. We can save you the time and hassle of making another stop with convenient access and competitive pricing. Payment is required upon pickup. Open 24 hours a day, seven days a week. Free delivery and mailing service. 238-2084 or 1-800-332-7156, ext 2084.

Clinic Pharmacy
Located at the Billings Clinic SameDay Care entrance at the corner of North 28th Street and 8th Avenue North. Get your prescription and over-the-counter needs met in a timely manner with helpful pharmacy staff. Free delivery and mailing service. Open Monday-Friday 9 am to 5:30 pm, 238-5460.

Optical Shop
Offers a kaleidoscope of eyewear including premium frames such as Lafont, Silhouette, Prodesign, Nine West, Jonathan Cate, Revolution (magnetic clip-ons), Lulu and Nike. Our board certified optometrist and nationally-certified opticians focus on customer satisfaction. Open Monday-Friday 8 am to 5 pm, 238-2895.

Simply Splendid Gift Shop
Visit the best shop in town for unique gifts for everyone! Find an array of clothing, home décor, fresh flowers, spa products, cards, balloons, music CDs, books, toys, jewelry and candy. Billings Clinic apparel is available. For a relaxing visit to a beautiful place,

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visit us in the Atrium of the hospital across from the fish tank. Open Monday-Friday 9 am to 5 pm, Saturday 10 am to 2 pm, 657-4028.

Mom/Baby Shop
Located in the Family Birth Center, we feature baby gifts, preemie and infant clothes, clothing for new moms, infant slings, parenting and children’s books, breastfeeding aids and pillows, and breast pumps, electric or manual, to purchase or rent. Open Monday-Friday 9 am to 6 pm, 247-6944.

Shop Online
Shop Online is our online gift shop, which enables visitors to purchase gifts or flowers online and have them delivered to a hospitalized family member or friend at Billings Clinic. Shop Online at www.billingsclinic.com/shoponline.

The Hearing Center
Billings Clinic’s audiologists are trained in the assessment, identification, non-medical rehabilitation, and prevention of hearing impairments, as well as the dispensing and fitting of hearing aids and assisted devices for children and adults. Offering competitive pricing and great customer satisfaction are our goals. Located on the first floor of Billings Clinic. Enter through the SameDay Care entrance off 8th Avenue North. Open Monday-Friday 8 am to 5 pm, 238-2440.
Home Oxygen and Medical Equipment

Our caring and qualified staff of licensed respiratory care practitioners and health care professionals responds to your medical needs. We offer products such as respiratory monitoring equipment and therapy supplies, oxygen systems, apnea monitors, wheelchairs, walkers and more. Our staff delivers to your place of residence and assists with equipment. Located at 801 North 27th Street. Available 24 hours a day for oxygen/equipment needs. Open Monday-Saturday 8 am to 5 pm, 657-4999 or 1-800-332-7156.

Automated Teller Machine

Billings Clinic has one automated teller machine (ATM) located near the hospital cafeteria next to the entrance to the Mary Alice Fortin Health Conference Center. It is available for use 24 hours a day.

Food Services

Hospital Cafeteria

Located on the first floor of the hospital. Hours of operation are 6 am to 9 pm, seven days a week.

Break Away Café

Located on the second floor of the Clinic. Hours of operation are Monday-Friday 7:30 am to 3 pm.

Vending Machines are located near the hospital cafeteria.
**Wi-Fi Wireless Internet Access**

Billings Clinic offers free internet access in specified areas of the hospital. Look for the small signs that designate hospital areas receiving internet access. This is a free service for patients and guests to enhance your stay and time in our organization. We welcome you! For more information or assistance, please call our Help Desk at 657-3800.

**Flowers**

Your loved one can enjoy flowers or plants in most areas of the hospital except if they are in our Intensive Care Unit (rooms 2101-2124) or on the Cancer Unit in the neutropenic area (rooms 364-371). Many of the local floral shops know about this restriction and will hold the flowers until they are moved out of ICU.

**CaringBridge**

Billings Clinic partners with CaringBridge to make communication easier so patients and families can stay in touch with loved ones. CaringBridge is a free, easy-to-use patient Web site that helps family members and friends stay informed during important life events such as medical treatment, childbirth, rehabilitation or end-of-life care.

CaringBridge Web site authors can quickly and easily create a personalized Web site that displays journal entries and photographs that can be updated as often as the author wishes. Family members and friends, who are given access to the secured site, visit the site to read updates and leave messages in the patient’s online guest book.

You can find out more about CaringBridge at www.billingsclinic.com/caringbridge.
Medical Library

The Billings Clinic Medical Library is open from 8 am to 5 pm Monday-Friday and is located in the lower level of the Clinic. Patients are welcome to come to the library to conduct health related research, and families of patients being treated at the clinic or hospital are welcome to come to the library to use the Internet services. The Billings Clinic Medical Library currently does not provide borrowing and lending services of books and other items for patients or members of the public free of charge, but we will be happy to help facilitate locating information. The library staff can be contacted by phone at 238-2226 or by e-mail at library@billingsclinic.org.

Volunteers

Billings Clinic has hundreds of volunteers who donate their time and talent in more than 40 different departments and support areas. Volunteers donate their skills for clerical support, patient care, administrative assistance, customer service, technical support and emotional care and assistance for our patients and their families.

Billings Clinic’s volunteer department plays a vital role in our mission. Our volunteers come from a wide variety of professions, bringing unique strengths, talents, gifts and lifetime experiences to the many challenging volunteer positions at Billings Clinic.

Volunteers help in many areas including:

• Delivering newspapers to waiting areas and mail and flowers to patients
• Providing transportation for patients to and from Billings Clinic for appointments and rehab

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• Office assistance

• Welcoming patients and visitors, assisting with directions, answering telephones

• Selling merchandise, restocking gift items and more at Simply Splendid Gift Shop and Mom/Baby Shop

For more information, contact the volunteers office at 657-4200.

**Frequently Used Telephone Numbers**

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
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<tbody>
<tr>
<td>Appointments</td>
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<tr>
<td>Billing</td>
<td>238-2250</td>
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<tr>
<td>Gift Shops:</td>
<td></td>
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<tr>
<td>Mom/Baby Shop</td>
<td>247-6944</td>
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<tr>
<td>Simply Splendid Gift Shop</td>
<td>657-4028</td>
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<tr>
<td>HealthLine (health questions)</td>
<td>255-8400 or 1-800-252-1246</td>
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<tr>
<td>Hearing Center</td>
<td>238-2440</td>
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<tr>
<td>Home Oxygen and Medical Equipment</td>
<td>657-4999 or 1-800-332-7156</td>
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<tr>
<td>Library</td>
<td>238-2226</td>
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<td>Medical Records</td>
<td>657-4676</td>
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<tr>
<td>Atrium Pharmacy</td>
<td>238-2084 or 1-800-332-7156, ext 2084</td>
</tr>
<tr>
<td>Clinic Pharmacy</td>
<td>238-5460</td>
</tr>
<tr>
<td>Security</td>
<td>238-2500</td>
</tr>
<tr>
<td>Toll-free</td>
<td>1-800-332-7156</td>
</tr>
</tbody>
</table>
Area Lodging

(All of these are very close to our facility.)

Riverstone Billings Inn ........................................ 252-6800 or 1-800-231-7782
880 North 29th Street, Billings
(The Riverstone Billings Inn is a non-smoking facility.)

Hilltop Inn .................................................. 245-5000 or Reservation Line 1-800-231-7782
1116 North 28th Street, Billings

Rimrock Inn .......................................................... 252-7107 or 1-800-624-9770
1203 North 27th Street, Billings

Juniper Inn .......................................................... 245-4128 or 1-800-826-7530
1315 North 27th Street, Billings

Cherry Tree Inn .................................................. 252-5603 or 1-800-237-5882
823 North Broadway, Billings

Some of these facilities may offer a medical discount for those visiting people in the hospital.

Notes