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SHARE MEDICAL CENTER • A ST. ANTHONY AFFILIATE

# Patient *guide*

Serving You with Integrity & Compassion

## Welcome to Share Medical Center

Share Medical Center is committed to the health of its patients and the communities it serves. We seek to care for individuals, families, and groups experiencing health and illness during their lifetime.

We believe the hospital must provide the best health care possible to the citizens of northwest Oklahoma, and to others in need of care, regardless of race, color, creed, age or financial status.

SMC provides the best physical facility and equipment it can provide through available resources. SMC is further obligated to provide professional and competent personnel.

SMC believes, as a rural health care

provider, we must develop our own resources to maximum ability, we should assume a leadership role and we will actively participate in regional area-wide health care planning.

SMC believes continuing effort must be exerted in the procurement of donations and monies needed for future growth and development of comprehensive medical and health care programs.

SMC also has an obligation to approve qualified and conscientious medical staff members and to provide them with the cooperation and assistance necessary for their practice of good medicine.



## OUR MISSION

Share Medical Center will be the healthcare provider and employer of choice in our region, providing excellent customer service and quality healthcare today and in the future.

Our goal is to shower you with exceptional hospitality and to surpass your expectations. Please don't hesitate to contact us with any concern you may have at (580) 327-2800, Monday through Friday, 8:00 a.m. to 4:30 p.m.



## Our People

Every person on staff at Share Medical Center wants to make your experience with us the best it can be, from the moment you walk in the door until you're headed home.

From the staff who greet you when you arrive, to the physicians who attend you, to the nurse who cares for you during your stay, you'll find we care about your needs. We consider it an honor to care for you. We want to express not only compassion for the reasons you're here, but warm hospitality that makes you, your family and visitors as comfortable as possible.

We provide medical services because people need them and because that's our job. We're friendly and we genuinely care about you.

## Diversity at Share Medical Center

Share Medical Center serves any and every patient who comes through our doors, regardless of race, religion, age, disability or gender. Our sincere desire is to ensure that people of all races and cultures feel comfortable while in our care. Diversity is just as important to us in our work force. At Share Medical Center, you'll find physicians, nursing staff, allied health professionals, administrative and support staff from different races and cultures, and all with a single focus: to provide you with the best medical care possible.

Share Medical Center is an affiliate of St. Anthony Hospital, an organization dedicated to diversity in all its forms.

## Our Rooms

Whether you're a patient, visitor, employee, physician, physician office staff or volunteer, we want to make your time with us as pleasant and comfortable as possible. We recently completed renovating five of our patient rooms, medical facility, and public spaces. We updated design elements like soothing color palettes, soft features, and plenty of light to foster the

# About SMC

most peaceful, restful environment possible. We even added new beds for you and comfortable seating for your loved ones. When you're staying with us, please let us know if there's anything we can do to help you feel cared for and at home.

## Meals

We're committed to making sure that your entire experience while you're with us is positive and pleasant. Providing top-quality food is just one more way that we enjoy caring for you.

## Television Channels

Share Medical Center is pleased to offer both basic cable television. For a complete list of television stations and channels, please the nursing staff.

Please ask your nurse if you need assistance changing channels or adjusting the volume. In semi-private rooms, please respect your roommate's rights when you adjust the volume.

## WiFi Internet

We're glad to keep you connected during your hospital stay. Just bring your laptop from home and log on. It doesn't matter where you are – your room or public spaces, we'll keep you always connected with the world outside.

Being at a hospital can be stressful. Whether you're a patient, visitor, employee, physician, affiliate, or volunteer, we want to make your time with us as pleasant and comfortable as possible. Please do us the honor of allowing us to help reduce your stress and brighten your day. We are your hosts and hostesses, devoted to providing you with convenient services, assistance, and useful information.

## Visitors

We've planned ahead for your loved ones and friends. Comfortable waiting areas, and numerous vending machines will help make your visitors more comfortable while they're here. Visiting hours are from 8:00 a.m. to 9:00 p.m. daily.

Share Medical Center is an entirely tobacco free campus. No tobacco use is allowed anywhere on campus grounds. We make smoking cessation aids available for all patients. For more information, please call (580) 327-2800.

## ATM (Automated Teller Machine)

A 24-hour automated teller machine (ATM) is in the main lobby near the registration area of the hospital.



# Patient Rights

*As a patient, we have the responsibility to respect, protect, and promote your rights. You are a key member of your Health Care Team and you have the right to:*

**Receive** safe, quality care through the services that the hospital provides.

**Receive** care and have visitation privileges without being discriminated against because of age, race, color, national origin, language, religion, culture, disability, sex, gender identity or expression, sexual orientation, or ability to pay.

**Choose** who can and cannot visit you, without regard to legal relationship, race, color, national origin, religion, sex, sexual orientation, gender identity or disability. You may withdraw or deny consent for visitation at any time.

**Be informed** when the hospital restricts your visitation rights for your health or safety, or the health or safety of patients, employees, physicians or visitors.

**Be informed** of the hospital's policies about your rights and health care.

**Be treated** with respect and dignity and be protected from abuse, neglect, exploitation and harassment.

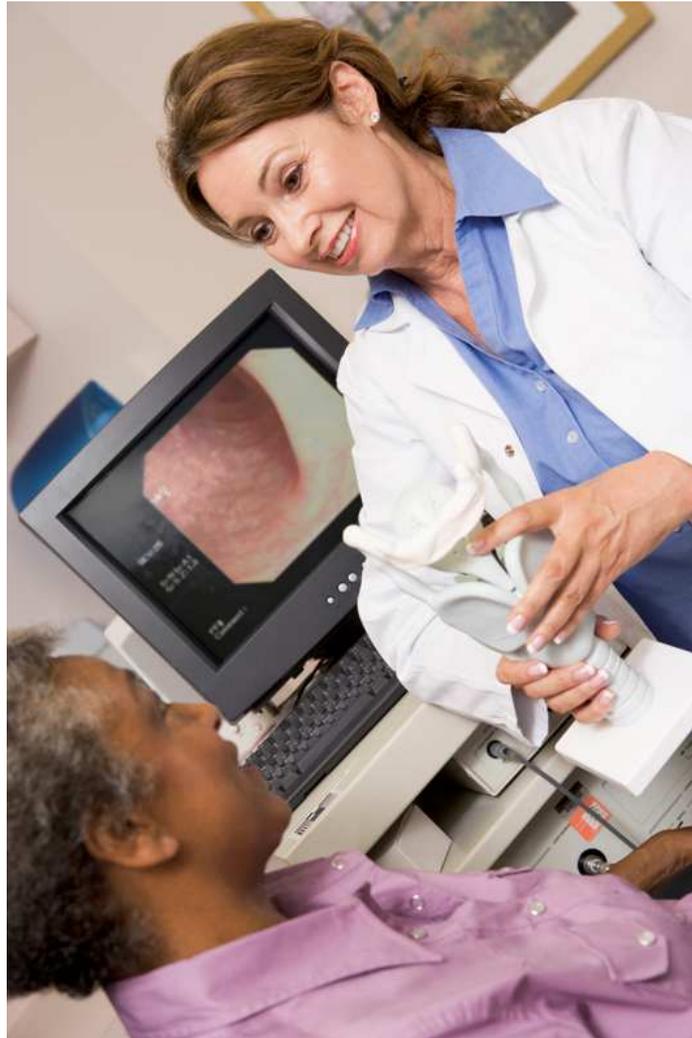
**Have your own** physician and/or a family member, support person, or other individual be notified promptly of your admission to the hospital.

**Know the names** and roles of hospital staff caring for you.

**Have a family member**, support person, or other individual present with you for emotional support during the course of your stay, unless the individual's presence infringes on others' rights, safety, or is medically or therapeutically contraindicated.

**Have a family member**, support person, or other individual involved in treatment decisions or make health care decisions for you, to the extent permitted by law.

**Have an Advance Directive** (health care directive, durable power of attorney for



health care, living will, or psychiatric advance directive) that states your wishes and values for health care decisions when you cannot speak for yourself.

**Be informed** about your health problems, treatment options, and likely or unanticipated outcomes so you can take part in developing, implementing and revising your plan of care and discharge planning. Discharge planning includes deciding about care options, choice of agencies or need to transfer to another facility.

**Have information** about the outcome of your care, including unanticipated outcomes.

**Request**, accept and/or refuse care, treatment or services as allowed by hospital policy and the law, and be informed of the medical consequences of your refusal of care.

**Ask for** a change of care provider or a second opinion.

**Have information** provided to you in a manner that meets your needs and is tailored to your age, preferred language, and ability to understand.

**Have access** to an interpreter and/or translation services to help you understand medical and financial information.

**Have your pain assessed** and managed.

**Have privacy** and confidentiality when you are receiving care.

**Practice and seek** advice about your cultural, spiritual and ethical beliefs, as long as this does not interfere with the well being of others.

**Request religious** and spiritual services.

**Request a consult** from our staff to help you work through difficult decisions about your care.

**Consent or refuse** to take part in research studies as well as recordings, films or other images made for external use.

**Be free** from restraints or seclusion, unless medically necessary or needed to keep you or others safe. If necessary, any form of restraint or seclusion will be performed in accordance with safety standards required by state and federal law.



## Patient Rights cont.



**Have a safe environment**, including zero tolerance for violence, and the right to wear your clothes and use your personal items in a reasonably protected environment.

**Take part** in decisions about restricting visitors, mail or phone calls.

**Receive protective oversight** while a patient in the hospital, and receive a list of patient advocacy services (such as protective services, guardianship, etc.)

**Receive compassionate care** at the end of life.

**Donate**, request or refuse organ and tissue donations.

**Review** your medical record and receive answers to questions you may have about it. You may request amendments to your record and may obtain copies at a fair cost in a reasonable time frame.

**Have your records** kept confidential; they will only be shared with your caregivers and those who can legally see them. You may request information on who has received your record.

**Receive a copy** of and details about your bill.

**Ask about** and be informed of business relationships among payors, hospitals, educational institutions, and other health care providers that may affect your care.

**Know** the hospital's grievance process and share a concern or grievance about your care either verbally or in writing and receive a timely written notice of the resolution. If you have a grievance or concern, you may voice a concern directly to an employee personally or by telephone. The employee will listen to your concerns, and your concerns will be addressed as soon as possible. Call (580) 327-2800 to speak with someone about your concerns. Written comments or concerns about any aspect of your stay can be sent by mail, addressed to the following:

Kandice Allen, CEO  
Share Medical Center  
P. O. Box 727  
Alva, OK 73717

## Patient Responsibilities

*You and/or your family member, support person, or other designated individual acting on your behalf have the responsibility to:*

**Provide** correct and complete information about yourself and your health, including present complaints, past health problems and hospital visits, medications you have taken and are taking (including prescriptions, over-the-counter and herbal medicines), and any other information you think your caregivers need to know.

**Follow** your agreed-upon care plan and report any unexpected changes in your condition to your doctor.

**Ask questions** when you do not understand your care, treatment, and services or what you are expected to do. Express any concerns about your ability to follow your proposed care plan or course of care, treatment, and services.

**Accept consequences** for the outcomes if you do not follow the care, treatment, and service plan.

**Speak up** and share your views about your care or service needs and expectations, including your pain needs and any perceived risk or safety issues.

**Provide** correct and complete information about your Advance Directive if you have one and provide a current copy.

**Respect the rights**, property, privacy, dignity, and confidentiality of patients and others in the hospital.

**Be respectful** in your interactions with other patients, employees, physicians and visitors without regard to age, race, color, national origin, language, religion, culture, disability, socioeconomic status, sex, gender identity or expression, or sexual orientation.

**Follow instructions**, hospital policies, rules and regulations which include respecting property and helping control noise.

**Leave your valuables** and personal belongings at home, have your family members take them home until you are discharged.

# Patient Responsibilities cont.

**Keep** our environment tobacco-free. You may not use any tobacco products while inside or outside this health care facility.

**Keep** a safe environment free of drugs, alcohol, weapons, and violence of any kind, including verbal intimidation.

**Provide** correct and complete information about your financial status as best you can and promptly meet any financial obligations to the hospital.

## SPEAK UP

To prevent health care errors, you are urged to **SPEAK UP**.

**S – Speak up** if you have any questions or concerns, and if you don't understand, ask again.

**P – Pay attention** to the care you are receiving. Make sure you're getting the right treatments and medications by the right health care professions.

**E – Educate yourself** about your diagnosis, the medical tests you are undergoing, and your treatment plan.

**A – Ask** a trusted family member or friend to be your advocate.

**K – Know** what medications you take and why you take them.

**U – Use** a accredited health care organizations.

**P – Participate** in all decisions about your treatment.

## Infection Control

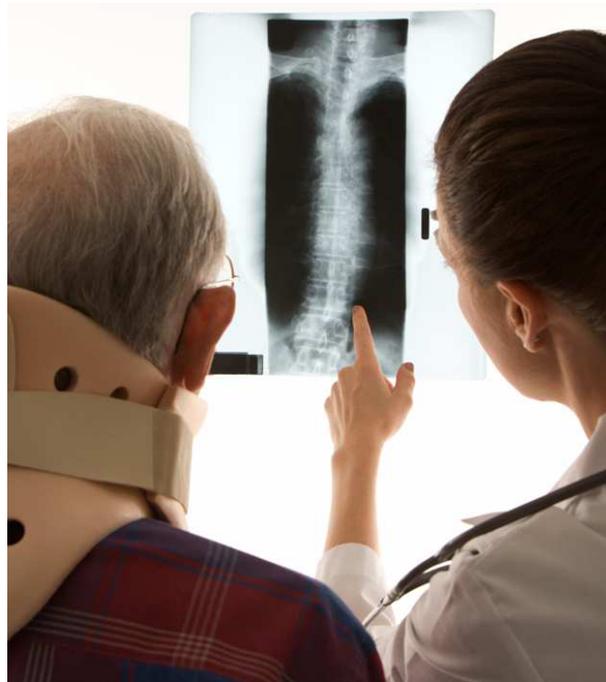
Share Medical Center provides patients with information regarding infection control measures including hand hygiene practices, respiratory hygiene practices, and contact precautions according to the patient's condition.

### Here are six easy things you can do to fight the spread of infection:

- Clean your hands with soap and water or with alcohol-based hand sanitizer before touching or eating food, after using the bathroom, before visiting someone who is ill, etc.
- Make sure your health care providers

clean their hands. If you do not see them wash their hands or apply the alcohol-based hand sanitizer, ask them. Health care providers should also wear clean gloves for tasks such as drawing blood, touching wounds or body fluids, or examining your mouth or private parts. Don't be afraid to ask them if they should wear gloves.

- Cover your mouth and nose when you



sneeze or cough. Many diseases are spread through sneezes and coughs. Use a tissue, or if you don't have a tissue, cover your mouth and nose with your sleeve. If you use your hands, clean them immediately.

- If you are sick, avoid close contact with others.
- Don't shake hands or touch others.
- Get shots to avoid disease and fight the spread of infection. Make sure vaccinations are current.

Patients who are infected (or colonized) with antibiotic-resistant germs such as MRSA (methicillin-resistant Staphylococcus aureus) are placed in Contact Precautions. This is to prevent the spread of these organisms to others. Health care providers will wear gowns and gloves into your room and use hand hygiene. An information sheet and/or pamphlet describing these germs and the precautions to prevent spread of

these organisms will be provided to patients in Contact Precautions.

## Measures to Prevent Adverse Surgery Events

For patients undergoing surgery, the hospital takes numerous measures in order to prevent adverse events in surgery as well as following your procedure. These may include, but are not limited to, patient identification practices,

prevention of surgical infections, and marking of the surgical sites. We want to ensure the patient's and family members' understanding of the information that we provide, and we will attempt to evaluate and document the response to and understanding of the information provided. A few of the ways that we address prevention of adverse events associated with surgical procedures are as follows:

Read the Informed Consent form carefully. It lists your name, the kind of surgery you will have, and some of the potential risks of your surgery. Your signature indicates that you have talked to your doctor

about the surgery and agree to have the surgery. You need to be certain that everything on the form is correct and that all of your questions have been answered. If you do not understand something on the form then please, **SPEAK UP**.

For your safety, the staff may ask you the same question many times. They will ask: who you are; what kind of surgery you are having; the specific part of your body to be operated on and they will double-check the records from your doctor's office. This does not mean that they are confused or uncertain why you are there or what you are having done. It is simply a re-verification process that all is in order and that the treatment team and the patient are fully aware of what is scheduled to take place.



## Patient Responsibilities cont.

Before your surgery, the doctor or another health care professional will mark the spot on your body to be operated on. Make sure that they mark only the correct part and nowhere else. This helps avoid mistakes.

Marking usually happens when you are awake. Sometimes you cannot be awake for the marking. If this happens, a family member or friend or another health care worker can watch the marking. They can make sure that your correct body part is marked. Your neck, upper back or lower back will be marked if you are having spine surgery. The surgeon will check the exact place on your spine in the operating room after you are asleep. It is our practice to take a time out just before your surgery. This is done to make sure we are doing the right surgery on the right body part and on the right person.

Measures are taken in effort to prevent infections and other complications. Doctors, nurses and other care providers must utilize adequate hand hygiene, clip hair rather than shave it for many procedures, and, when appropriate, administer a carefully selected antibiotic just before the beginning of your procedure and take precautions against deep vein thrombosis. After your surgery, talk to your doctor or nurse about your pain. Be certain that your pain is relieved by taking the medication as prescribed.

### Preventing Fall Injury

Your safety while a patient at Share Medical Center is important to us. Falls can happen anywhere, and often happen within the first few days of being in a hospital. Your health care team at Share Medical Center believes prevention is important. Your nurse will assess your risk for falling and, with your help, take steps to keep you safe.

- Tell your nurse if you have had problems with falls before you came to the hospital
  - Keep your call light within reach;
  - Don't try to get out of bed

with the side rails up;

- Use a bathmat for showers;
- Wear nonskid shoes or slippers that fit well;
- Be sure your clothes don't drag the floor
- Know where all the light switches are in the room and keep a small light on at night so you can see your way to the bathroom;



- Please tell us if something is spilled in your room so it can be cleaned;
- Rise slowly from lying or sitting positions;
- If you are taking a medication that tends to make you sleepy or dizzy, keep your side rails up and ask for help before trying to get out of bed;
- If you get dizzy, stay put and call your nurse;
- Tell your nurse if you use things at home to keep you from falling, like a walker, cane, crutches, or wheelchair. You may want to use these items while you are here;
- Work with us in learning safe ways to move about from place to place.

### Discharge Planning

In order to smooth the transition when you leave the hospital, your discharge

planning begins when you enter the care setting. You and your nurse will begin the discharge planning process during the initial assessment and it will be adjusted, as needed, throughout your stay.

As early as possible during your hospitalization, please notify your nurse of any barriers or special needs related to your care after discharge from the hospital.

This will ensure that the appropriate members of the multidisciplinary team are involved in your care. Discharge Planning will meet with you or a loved one to assist patients, families, and decision makers in implementing a feasible post discharge plan of care. Share Medical Center offers additional services to assist you with your care after discharge should you or your doctor feel they would be beneficial to your recovery. **Some of these include:**

- Physical Therapy
- Meals on Wheels

Please ask to speak with the Discharge Planner if you would like additional information.

### Discharge Information

Our mission at Share Medical Center is to provide our patients with the highest quality health care. To accomplish this, we want to ensure that all of your questions are being answered before you are discharged. Please take a minute to answer the following questions:

- Do you understand all the information that you received regarding your discharge?
- Do you have any questions about the discharge process?

Please take a moment prior to your discharge to talk with your nurse about any questions you may have. Write down notes to yourself concerning your treatment or any medications you will need once you are at home.



# Your Medical Records

## MEDICAL RECORDS REQUEST

We've tried to make requesting a copy of your medical records as easy as possible. Here's all you need to do:

1. **Complete** the Request for Information form.

**IMPORTANT NOTE:** *You'll find all of the fees associated with obtaining your medical records directly on the form itself, in the "Acknowledgement of Understanding" section.*

2. **Get your completed form to us.**

- Mail it to us at:  
Share Medical Center  
Attn: Medical Records  
P. O. Box 727  
Alva, OK 73717
- Fax it to us at (580) 430-3374.
- Deliver it personally to our Medical Records office, which you can find on the basement floor of the hospital.

3. **Pick up your records.** We'll have your

records available for you to pick up 7 to 14 days after we receive your request. Simply visit our Medical Records office (again, on the basement floor of the hospital) any time after that. Our normal business hours are Monday through Friday from 8:00 a.m. to 4:30 p.m. Please remember to bring a valid driver's license or other photo ID! We cannot legally give out records without proper identification.

If you have any questions or require further assistance, please don't hesitate to call our Medical Records office at (580) 430-3353.

## Your Privacy

Information about your medical history and your health is exactly that: *your* information. It's personal and it's private. Share Medical Center is committed to protecting your privacy to the best of our ability. Please take a minute to review our privacy policy or call (580) 430-3310 if you have any questions.

## Electronic Health Record (EHR)

On July 1, 2012, Electronic Health Records (EHR) became the official medical record for patients at Share Medical Center. The move signaled the beginning of the end of the paper medical record that has been the standard throughout the medical community.

With an electronic health record rather than having patient information documented or recorded on paper, the information is stored and managed on a computer. The information is accessible from throughout the hospital and affiliated physician clinics through computers.

The system is designed with many safeguards to protect confidential patient information and privacy. The information is stored on a secure computer network to ensure only those who need access will be able to see the record.

The key benefits for patients include:

- Timely access to medical information;
- One source of patient information resulting in coordinated care;
- One-time collection of patient information which saves time for the patient;
- Quicker access to test results by physicians and staff;
- Greater peace of mind that caregivers have all of the information they need to provide safe, quality of care;
- Cross-checks allergies and current medications with new prescriptions being considered; knowing this allows the ordering of a different medication without delay;
- Reduces potential handwriting errors;
- Efficient access to information;
- Patient information is secure, up to date and available when needed most.



# Financial Information

## Pre-Admission

Share Medical Center will pre-admit all patients when possible. We will verify the responsible party's method of payment before we admit the patient. Any patient who does not have verifiable health insurance coverage or whose coverage may be inadequate should be prepared to pay their portion upon admission.

## Emergency/Non Emergency Services

Share Medical Center will provide emergency outpatient medical services to patients regardless of their ability to pay. Emergency inpatient admission will be determined by Share Medical Center's emergency room physicians. Such inpatient services will also be provided regardless of the patient's ability to pay.

All patients who do not have the benefit of insurance coverage and are requesting nonemergency services will be offered financial counseling. Our Business Office personnel will assist by offering discounts for prepayment and/or making payment arrangements if needed.

## Vehicle Accident and Public Liability

Even if you have hospital charges incurred as the result of a vehicle accident or public liability, you are responsible for payment. We will assist you with filing claims or with providing itemized statements for your insurance carrier or other parties, but we will not become involved in any civil or legal disputes.

## Submission of Health Insurance Claims

As a courtesy to our patients, we will bill your health insurance. However, it is your responsibility to ensure that your account is paid in full. The filing of claims in no way relieves you of your obligation.

## Billing Information

It is your responsibility to provide Share Medical Center with all necessary billing information at the time we provide service to you.

## Co-Pay and Deductibles

It is your responsibility to pay your co-pay and deductibles at the time we render services to you. The Busi-

ness Office staff will be available to accept your payment. Cash, check and all major credit cards are accepted.

## Pre-Certification of Health Insurance Benefits

Pre-certification or pre-authorization may be required by your health insurance plan. It is your responsibility to secure pre-certification before you receive services at Share Medical Center. We strongly encourage you to check with your health insurance plan to see if pre-certification is required.

## Medicare Coverage

If you are covered by Medicare, you will be responsible for your inpatient deductible during each benefit period. The amount of your deductible is determined annually by Congress. You will also be responsible for a 20% co-insurance on outpatient services. If your physician requests services that are not covered by Medicare, you will be responsible for payment of those services. If you have any questions related to Medicare, please call Medicare directly at (800) 633-4227 (800-Medicare), or you may speak with our Business Office personnel at (580) 327-2800.

## Allowance of Payment

Your health insurance plans will be allowed an appropriate length of time to pay on your account. Your follow-up with your health insurance plan will assist with payment in a timely manner.

## Account Payments

You will be allowed 60 days from the time of billing to satisfy your financial obligations to Share Medical Center. Accounts not paid within 60 days are delinquent.

## Payment Plans

Based on your ability to pay, payment plans may be accepted. Share Medical Center is under no obligation to accept payment plans without prior approval. If you request a payment plan that does not meet Share Medical Center's policies, we may request that you fill out a financial application.



## Uninsured or Underinsured

If you do not have the financial resources to pay for the care provided, please ask to see the Business Office personnel. They will help you determine whether you qualify for full or partial assistance through our charity fund based on the federal government's current-year indigent guidelines. We may also assist you with the application for Medicaid, Worker's Comp, Disability, or Crime Victims Compensation if appropriate. You will be treated with the same courtesy and respect that all patients at Share Medical Center enjoy and deserve.

## Collections

Accounts that are not paid in a timely manner will be placed for collection with a professional collection agent and/or attorney.

## Legal Action

In the event that an account is deemed to be a bad debt, Share Medical Center will initiate whatever legal action is appropriate to assist in collecting the patient's account.

## Physician/Consultant Charges

Your physician and other consultants involved in your care will each bill you separately for their services. These fees will not appear on the bill you receive from the hospital. If you have questions regarding their services, please contact them directly.

## Questions?

If you still have questions or concerns about your accounts with Share Medical Center, please call:

(580) 327-2800

Monday—Friday, 8:00 a.m. to 4:30 p.m.



# Other Information

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## Resources to become Tobacco Free

Share Medical Center is dedicated to providing the resources you need to become tobacco free.

## It's Not Too Late

Currently, one in four Americans smoke cigarettes. Most people think that smoking harms only a person's lungs. The truth is, smoking causes damage to almost every organ in the body. Smoking is linked to ten different types of cancer, including cancer of the lung, liver, larynx, oral cavity, throat and esophagus. 435,000 Americans die annually as a result of smoking.

Many people think the damage has already been done to their body; therefore, it's too late to quit smoking.

## After quitting smoking, there are immediate changes.

- Within 24 hours chances of heart attack decrease
- Within 48 hours mucus begins to clear from the lungs
- Within three months lung function increases up to as much as thirty percent
- Within nine months coughing, sinus congestion and shortness of breath all decrease
- Within one year risk of coronary heart disease is half that of a smoker
- Within five years lung cancer death rate decreases by half



# SMC Foundation

*growing for the future*

## Share Medical Center Foundation

Share Medical Center Foundation procures and administers funds to assist Share Medical Center in providing quality healthcare to our region.

For questions concerning the SMC Foundation or if you would like to donate to the Foundation, contact Kelly Parker at (580) 327-4080 or by email at [krparker@smcok.com](mailto:krparker@smcok.com).



## Contact Information

Share Medical Center  
800 Share Drive  
Alva, OK 73717  
(580) 327-2800

Share Convalescent Home  
730 Share Drive  
(580) 430-3383

The Homestead  
901 Homestead Drive  
(580) 327-4080

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### Business Office

- Self Pay — 430-3372
- Medicare/Medicaid — 430-3312
- Commercial Insurance, Military/  
Veterans Administration,  
Work. Comp. — 430-3312

Compliance/Risk Management  
327-2800 Ext. 3390

Discharge Planner  
327-2800 Ext. 3311

Foundation  
327-4080

Hospice  
430-3369

Laboratory  
327-2800 ext. 3326

Medical Records  
327-2800 Ext. 3353

Out Patient Services  
327-2800

Physical Therapy  
327-2800 Ext. 3357

Radiology  
327-2800 Ext. 2650

Registration  
327-2800 Ext. 3322

Speech Therapy  
327-2800 Ext. 3357

Surgery  
327-2800 Ext. 3363