



Intermountain
Park City Medical Center

*Healing for life*SM

WELCOME

to Park City Medical Center





Robert W. Allen
CEO

◆ WELCOME

Welcome to Park City Medical Center. Our dedicated care giving teams are here to take the best care of you and your loved ones. Our commitment is to offer you outstanding healthcare services, and to provide you with a healing experience. This guide has important information for you and your family. If you have any questions or need more information, please let us know.

Healing for Life

We are here to *care for you* as a patient, and to care about you as a person. We provide the best medical care with sensitivity and compassion while you are with us.

Our Healing Commitments:

- *Help you feel safe, welcome, and at ease*
- *Listen with sensitivity and respond to your needs*
- *Treat you with respect and compassion*
- *Keep you informed and involved*
- *Ensure our teams work with you*
- *Take responsibility to help solve problems*

Please let us know if there is anything we can do to make your time with us more comfortable. Thank you for the opportunity to care for you.

◆ REGISTRATION, INSURANCE, AND BILLING

If you are coming for a planned visit, you may have already registered. This helps save you time. **Remember to bring picture ID with you to the hospital.**

Patients with Health Insurance

- *Register for your services either in person, or by calling 435.658.6655.*
- *Co-pays and co-insurance amounts should be paid before receiving care.*
- *If you have questions about paying your bill, or need help making payments, call Patient Access at 435.658.6661.*

Patients without Health Insurance

- *Register for your service as soon as possible in person, or by calling 435.658.6655.*
- *You will need to make payment arrangements before receiving care. We can work with you on a payment plan if needed.*
- *Financial help is available to qualifying patients for most services.*
- *If you have questions about your bill call Patient Access at 435.658.6661.*

Billing Statements

Shortly after your hospital stay, we will send you a bill. If you have insurance, we will send a claim to your insurance company. Billing statements will be mailed until the account is paid. These statements will tell you of total charges, payments and amount due. Some statements may include a request for information. Please read the statements carefully and call Patient Account Services if you have questions or need more information.

Note: Because many doctors who work at our hospital are not our employees, they may send you a different bill for their services. Please call their offices directly if you have questions about their bills.

Financial Assistance

If you need help paying your bill, we have Financial Assistance programs available. For more information call Patient Accounts or the Financial Assistance Helpline: 801.442.1128 or 800.442.1128

◆ HONORING YOUR WISHES FOR CARE

Advance care planning forms give you a way to tell us your wishes for medical care ahead of time in case you become unable to communicate. Your doctor can also write orders which tell your wishes for care to save your life.

Intermountain Healthcare honors these documents. For more information, contact Patient Relations or your doctor.

◆ PROTECTING YOUR PRIVACY

We understand that your health information is personal. We follow laws that protect the privacy of your health information. Our Facility Privacy Coordinator can help you with any question you have about the privacy of your health information. The Coordinator can also help you fill out any forms that are needed to exercise your privacy rights. Call 435.658.6780 and ask to speak to the Facility Privacy Coordinator, or call 800.442.4845 to reach Intermountain's Privacy Office.

◆ PATIENT RIGHTS AND RESPONSIBILITIES

As a patient of this hospital we recognize your rights and responsibilities while receiving care:

You have the right to:

- Have your personal and medical information kept private.
- Review and get a copy of your medical record, according to state law and the hospital's policies and procedures.
- Be told about your health status in a language you can understand, and make decisions about your health care, including informed consent.
- Be involved in your plan of care and to choose a representative.
- Reasonable access to care offered by the hospital.
- Refuse care to the extent allowed by law.
- Be informed of medical consequences and risks of your decision to refuse treatment.
- Create an Advance Directive.
- Considerate care in a safe setting.
- Make complaints regarding your care and to have those complaints resolved when possible.
- Refuse to take part in experimental care or research.
- Be examined and cared for in settings that allow for your privacy.
- Be free from mental and physical abuse.
- Be free from chemical and physical restraints, except when necessary to protect you from hurting yourself or others.
- Have your own doctor, family member or representative notified promptly of your admission.
- Spiritual care or other spiritual services.
- Appropriate management of pain.
- Have access to visitors, verbal and written communication, except when to do so would interfere with your plan of care. Limits are fully explained to you and/or your representative.
- Have protective services.

As a patient of this hospital you are responsible to:

- Cooperate with all persons providing your care.
 - Respect the property, comfort, and privacy of other patients.
 - Try to understand and follow instructions about your care and ask questions if you do not understand.
 - Provide correct and complete information about your health problems and medical history.
 - Pay for your care and to be cooperative in providing insurance information.
 - Tell the nurse of any medication you brought from home.
-

◆ MAINTAINING A HEALING ENVIRONMENT

Visiting Hours and Guidelines

We welcome visitors during visiting hours, which are from **8 am to 9 pm**. We ask visitors to join with us in creating a place of healing. Please make your visits short and pleasant, keep our halls and patient areas quiet, and watch small children closely for their own safety and for the comfort of our patients. Friends and family members who are sick should not visit the hospital.

Tobacco-Free Campus

Park City Medical Center is tobacco-free. The hospital is a place of healing. Promoting health is core to our mission, therefore the use of cigarettes and smokeless tobacco is not allowed anywhere in our facility or on our campus grounds. Ask your doctor about alternatives to smoking or for help quitting. Additional resources are available to help you quit: To contact the Utah Tobacco Quit Line, call 1.888.567.TRUTH or visit www.utahquitnet.com. For SelectHealth members, call 1.866.QUIT.4.LIFE.

Our Commitment to Quality and Safety

We focus on quality and patient safety, and promise to do our best to meet all rules and standards.

Volunteers

Our volunteers do many important things that help us give the best possible care to our patients. Serving as a volunteer also helps our community. Volunteers usually give four hours or more, once per week. For more information on volunteering, contact **435.658.7100**.

Hospital Check-out

Our team carefully reviews your progress to decide when you are ready to leave the hospital. Check-out is **at 11 am**. Please make arrangements for transportation the night before. You'll need to have someone else drive you from the hospital. If you have questions, talk to your doctor or nurse.

◆ SERVICES FOR YOU AND YOUR GUESTS

Food Services

Silver King Café. Located on the first floor of the hospital, this cafe offers ala carte-style dining. Room service is available for patients staying overnight.

Breakfast: Served daily, 7 a.m. to 9:30 a.m.

Lunch: 11 a.m. to 2:30 p.m.

Dinner: Served daily, 5 p.m. to 7:30 p.m.

Limited self-serve menu daily, 7 a.m. to 8 p.m.

Gift Shop

The Ore Cart, on the first floor of the hospital, near the main entrance, is open from 9 a.m. to 7:30 p.m. on weekdays, and 10 a.m. to 3 p.m. on Saturday. The shop offers baby items, magazines, candy, cards, books, flowers, decor and personal care items.

Operated by volunteers, the Ore Cart's proceeds help improve hospital services. To contact the gift shop, call 435.658.6637.

Lost and Found

The hospital Lost and Found is located at the front desk. You can check for lost items between 8 a.m. to 5 p.m. Or you can call 435.658.7000 anytime and an officer will help you.

Spiritual Support

We work with local religious leaders to help meet the spiritual needs of patients and family members. If you or your family would like a member of the clergy to visit, or for more information about services, your nurse can help you. Spiritual leaders of all faiths are welcome to visit their members.

Meditation Room

The Meditation Room is located on the first floor of the hospital, between the main lobby and the physical therapy reception area.

Language Translation Services

If you need someone who can speak your language, including sign language, dial 0 for help.

Social Services

Social workers are here to help you and your family members. They can give counseling, help loved one's better understand your care, and help plan your return home. Our social workers can also help with housing, transportation, and provide other assistance. To reach them, contact your nurse..

Security

We want you to feel safe and protected while you are in the hospital. If you have questions or concerns, dial **0 from a hospital phone** anytime to reach an officer.

Patient Relations

Our Patient Relations team can help you with any part of your hospital care. We want to be sure you get courteous and timely care. If you have a complaint or grievance about the quality of your care, you or your family member can contact the immediate supervisor of the area.

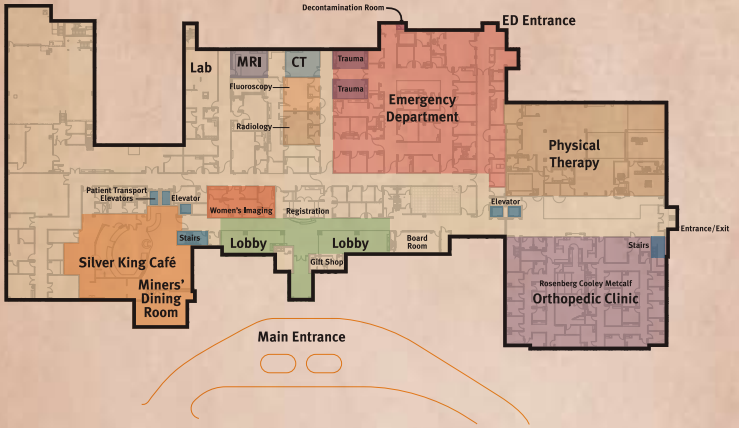
If your concerns are not resolved, you or your family member may call **435.658.7000** and ask to speak with Patient Relations or the Administrator on call. To file a grievance with the State of Utah, call 800.662.4157 or send a letter to the Utah Bureau of Health Facility Licensing, Certification and Resident Assessment, P.O. Box 144103, Salt Lake City, UT 84114-4103; or call the Joint Commission at 800.994.6610.

◆ TV CHANNEL LISTING

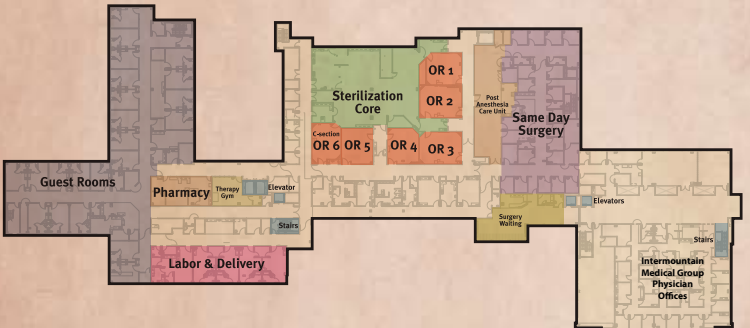
2. KUTV (CBS)	News & Info
3. Galavision	Spanish
4. KTVX (ABC)	News & Info
5. KSL (NBC)	News & Info
6. The Weather Channel	24-hour Weather
7. KUED (PBS)	Children & Family
8. MSNBC	News & Info
9. CNN	News & Info
10. Discovery Channel	Children & Family
11. KBYU (PBS)	Children & Family
12. Discovery Health	News & Info
13. KSTU (FOX)	News & Info
14. KJZZ (IND)	Sports
15. KUCW (CW)	Lifestyle
16. KCSG	News & Info
17. Univision	Spanish
18. ESPN	Sports
20. ESPN2	Sports
21. USA Network	Lifestyle
22. The mtn.	Sports
23. TBS	Children & Family
24. The Learning Channel	Children & Family
25. Disney	Children & Family
26. ABC Family	Children & Family
27. Cartoon Network	Children & Family
28. Nickelodeon	Children & Family
29. Lifetime	Lifestyle
30. History	Children & Family
31. AMC	Classic Movies
32. TV Land	Classic TV Shows



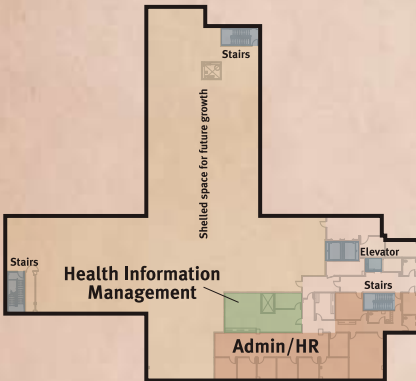
FIRST FLOOR



SECOND FLOOR



THIRD FLOOR



**IntermountainSM
Park City Medical Center**

435.658.7000

900 Round Valley Drive, Park City, UT 84060

www.parkcitymedicalcenter.org