

WELCOME  
to  
*Alta View Hospital*



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*Bryan Johnson*  
*Hospital Administrator*

## ❖ Welcome to Alta View Hospital

Thank you for choosing Alta View Hospital for your healthcare needs. We have served the communities in the southeast corner of the Salt Lake Valley for more than 30 years. While in our hospital, you can expect to receive the best care possible from our skilled and caring team.

If you have questions about your care, please talk with your nurse. Or, you can contact me directly; I welcome feedback from patients and their families. I can be reached by phone, 801.501.2702, by e-mail at [bryan.johnson2@imail.org](mailto:bryan.johnson2@imail.org), by filling out a 'Dear Bryan' feedback card, or by stopping in to Administration on the first floor during regular business hours. I love to hear about patient experiences so that we can continue to make improvements or recognize caregivers for their efforts.

The first thing you should know is that the employees and volunteers at

Alta View Hospital are committed to creating a healing environment in every way we can — with our skills, our attitudes, and our services. 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

## ❖ Our Commitment to Quality and Safety

### ADVANCE DIRECTIVES

Advance Directives are documents that provide direction to your care providers and family members so your wishes for healthcare decisions can be honored, even if you, at some point, become unable to communicate. Advanced Directives help ensure that your family and caregivers make the right choices for you. And, they can always be changed at any time.

We encourage all patients 18 years of age and older to have an Advance Directive, regardless of current health status.

At some point during your stay, you will be asked by a member of your care team if you have an Advance Directive or if you would like to complete one. Please consider doing so. We would be happy to provide you with assistance in this process.

*Intermountain encourages all patients age 18 and older to have an Advance Directive, regardless of their health. For questions or more information, talk to your nurse.*



Our Patient Relations team can help you with any part of your hospital care.

### 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 801.501.2382 and ask to speak to the Facility Privacy Coordinator, or call 800.442.4845 to reach Intermountain's Privacy Office.

### 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, or healthcare representative can contact the immediate supervisor of the unit or department, or call 855.442.7855 or send an email to [RiskMgmtConcern@imail.org](mailto:RiskMgmtConcern@imail.org).

If your concerns are not resolved, you or your family member may call Patient Relations at 801.501.2382 or call 801.699.9435 and ask to speak with 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.

## ❖ Our Commitment to Quality and Safety *continued*

### **SPEAK UP IF YOU HAVE QUESTIONS OR CONCERNS**

We are committed to providing the highest quality care with patients and families as our partners. Please speak-up if you have any questions or concerns about your care.

### **BEDSIDE REPORT**

When shifts change, the nurse caring for you informs the incoming nurse of your progress and any important aspects of your care.

- You're welcome to contribute information.
- You decide who is allowed to be present during bedside report. Your visitors will be asked to leave the room, unless you invite them to stay

or share your wishes with your nurse.

- If at any time you are uncomfortable about the information being discussed, please let your nurse know.

### **Bedside report provides a way to:**

- Help keep you safe and involved in your care.
- Help our team keep you informed about your condition.
- Work as a team – with you as part of the team.
- Maintain the high quality of care that you expect as a patient at our hospital.

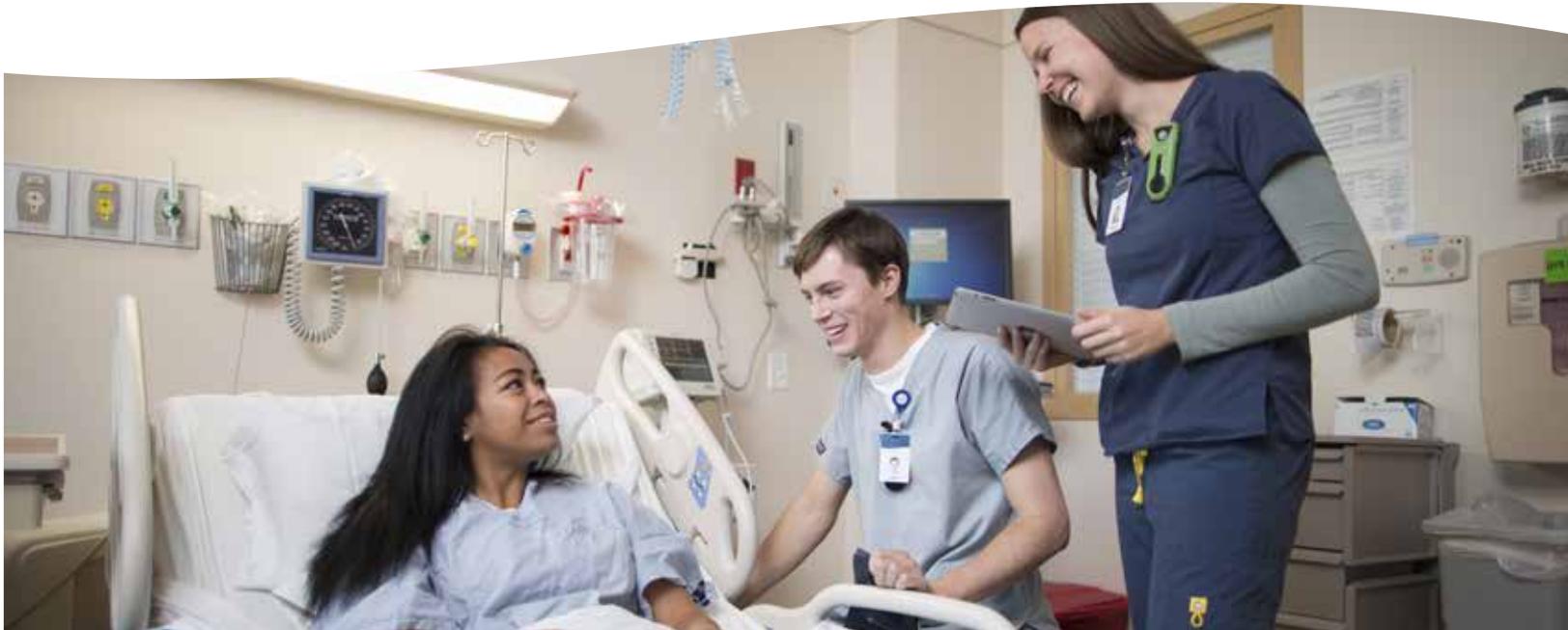
*Please speak up if you have questions or concerns. We want you to be involved in your care.*

### **SECURITY**

We want you to feel safe and protected while you are in the hospital. If you have questions or concerns, call 801.501.2000 anytime to ask for a security officer.

### **SMOKING POLICY**

Alta View Hospital is a place of healing, and therefore a tobacco-free campus. Smoking or use of any tobacco products, including e-cigarettes, is not allowed anywhere in our facility or on our campus grounds. Ask your doctor about alternatives to smoking or how to quit smoking.



## ❖ Services for You and Your Guests

### VISITING HOURS AND GUIDELINES

We welcome visitors during visiting hours, daily from 8 a.m. to 9 p.m. 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.

### LANGUAGE TRANSLATION SERVICES

If you need someone who can speak your language, including sign language, contact your nurse and they will arrange translation services for you at anytime during your stay in the hospital.

### FOOD SERVICES

Room service meals are prepared fresh and delivered to your room. We will give you a menu with your specific diet to order from. If you have special requests, please talk with your nurse who will coordinate with food services.

#### *An Apple A Day Café*

Located on the first floor, the café offers buffet-style dining, freshly grilled items,



For your convenience, we offer personalized room service.

homemade pizza, and more. The café is open Monday through Friday from 7 a.m. – 7 p.m., and Saturday and Sunday from 8 a.m. – 3 p.m. For a recording of today's menu, call 801.501.2283.

**Breakfast:** 7 a.m. – 10:30 a.m.

**Lunch:** 11:30 a.m. – 2 p.m.

**Dinner:** 4:30 p.m. – 7 p.m.

### PHONE, COMPUTER AND INTERNET SERVICES

Outgoing calls can be made by dialing “9” to get an outside line. Family and

friends may call your room by dialing 801.501.2000 and an operator will transfer them to your room.

You and your visitors may use cell phones in the hospital.

The hospital has free public Wi-Fi available for use with your laptop or handheld device. Select the Intermountain Guest network, open an internet browser and accept the Conditions for Use to be able to access the Internet.

## ❖ Services for You and Your Guests *continued*

### **HOUSEKEEPING**

While you're a patient at Alta View Hospital, our housekeepers will work to make your stay as clean and comfortable as possible by cleaning your room and restocking basic hygiene supplies regularly. If at any time you need something cleaned, changed, or restocked, please talk to your nurse or call dispatch, at extension 1-2000, and ask for housekeeping.

### **GIFT SHOP**

The Gift Shop, on the first floor in the main lobby, is usually open weekdays from 9 a.m. – 7 p.m. and Saturday, 10 a.m. – 2 p.m. The Gift Shop offers candy, cards, books, flowers, balloons, decor, personal

care items, and more!. Operated by volunteers, all proceeds help improve hospital services. To contact the Gift Shop, call 801-501-2029.

### **RETAIL PHARMACY**

Located in the Sandy Clinic just north of the Women's Center, the retail pharmacy fills prescriptions and offers a full selection of over-the-counter medications. The retail pharmacy is open Monday through Friday from 9 a.m. – 7 p.m., Saturdays from 9 a.m. – 2 p.m., and closed Sundays and major holidays.

To contact the pharmacy, call 801.501.2525.

### **LOST AND FOUND**

The hospital lost and found is located in our security department. You can check for lost items between 8 a.m. and 5 p.m. Or you can call 801.501.2000 anytime and ask dispatch to send an officer to 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.



## ❖ Services for You and Your Guests *continued*

### **CASE MANAGEMENT SERVICES**

Social workers are here to help you and your family members. They can give counseling, help loved ones 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.

### **HOSPITAL CHECK-OUT**

Our team carefully reviews your progress to decide when you are ready to leave the hospital. Usually you'll need to have someone else drive you home. Please make arrangements for

transportation the night before. If you have questions, talk to your doctor or nurse.

### **GIVING: HELP YOUR HOSPITAL TO HELP OTHERS**

Many patients and members of our community choose to donate funds to our non-profit hospitals as a way to give back to their community, honor a caregiver or loved one, or to simply say thank you for the outstanding care they received. In every circumstance, these funds are put to good use in serving the community by maintaining and improving our patient-friendly facilities, making best

use of the latest technologies, providing programs to support important needs in the community, funding research to improve care, and recruiting outstanding caregivers to serve our patients. Funds can be given for a specific purpose, or for general use to support an area of greatest need.



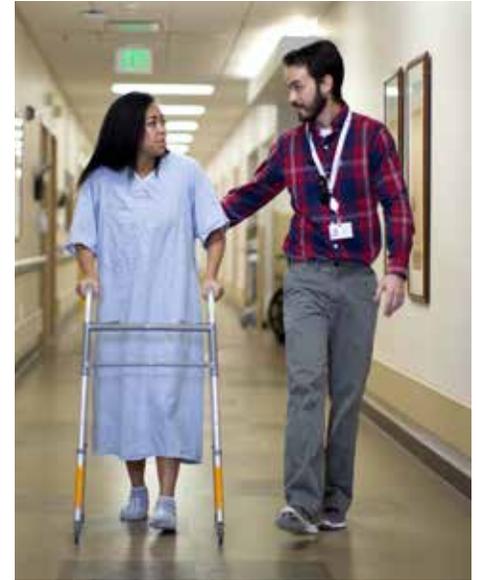
## ❖ Patient Rights and Responsibilities

*The Patient Rights and Responsibilities have been adopted by Intermountain Healthcare to promote quality care with satisfaction for patients, families, physicians, and staff. Intermountain prohibits discrimination of these rights and responsibilities based on age, race, color, ethnicity or national origin, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression, veteran status, and/or the ability to pay.*

### PATIENT RIGHTS

As an inpatient or outpatient of Intermountain Healthcare, we recognize your rights and responsibilities while receiving care. You (and, when appropriate, family members or your chosen healthcare representative) have the right to:

- Obtain information about your patient rights, when possible, before care is received.
- Have your admission status explained to you upon request.
- Have your personal and medical information kept private.
- Review, request an amendment, and get a copy of your medical record, according to state law and Intermountain Healthcare policies and procedures.
- Receive notification about your health status, including unanticipated outcomes, in a manner you can understand. This includes providing interpretation and translation services or adaptations for visual, speech, hearing or cognitive impairments as needed. Please contact Interpretive Services by dialing “0” to request these services.
- Participate in decisions about your health care, give or withhold informed consent, and be involved in your plan of care.
- Create or update your Advance Directive and choose a healthcare representative (sometimes called a surrogate healthcare agent).
- Have reasonable access to care offered by Intermountain Healthcare.
- Request or refuse care to the extent allowed by law.
- Learn of medical consequences and risks of your decision if you refuse treatment.
- Receive considerate care in a safe setting.



Our Patient Rights and Responsibilities promote quality care with satisfaction for patients, families, physicians and staff.

- Know who to contact to make a complaint regarding your care and to have those complaints resolved, when possible, in a timely manner. To report complaints or receive additional contact information please notify the immediate supervisor.
- Refuse to take part in experimental care or research.
- Receive examinations and care in settings that allow for your privacy.

## ❖ Patient Rights and Responsibilities *continued*

- Have protection from harassment, neglect, mental abuse and physical abuse.
- Have protection from chemical and physical restraints, except when necessary to protect you from hurting yourself or others.
- Receive prompt notification of your admission to your own doctor, family member or healthcare representative.
- Receive information about the individuals providing care, services, and treatment.
- Have access to spiritual care and other spiritual services, and to be shown respect for cultural and personal values, beliefs and preferences.
- Keep personal possessions in your room unless they pose a danger to yourself or others, or interfere with care.
- Receive appropriate pain management.
- Have access to visitors including family, friends or other individuals without discrimination during your course of stay and to give or receive verbal and written communication from visitors, except when to do so would interfere with your plan of care or interfere with the safety of

other patients and staff. Limits shall be fully explained to you and/or your healthcare representative.

- Have access to a hospital Patient Advocate upon request.

### **PATIENT RESPONSIBILITIES**

As a patient of this hospital you are responsible to:

- Follow instructions in support of quality care and a safe environment for all individuals in the hospital.
- Support mutual consideration and respect by maintaining civil language



and conduct with interactions among staff and licensed independent practitioners.

- Cooperate, show respect and consideration to 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.
- Accept responsibility for consequences following the decision to refuse treatment or instructions.
- Report concerns or complaints regarding quality of care.

If you have questions about these rights, and responsibilities, including Advanced Directives, contact your nurse.

## ❖ Television Channels

2	KUTV (CBS)	22	Fox News
3	TV Guide	23	ABC Family
4	KTVX (ABC)	24	Cartoon Network
5	KSL (NBC)	25	Animal Planet
7	KUED (PBS)	26	TLC
8	TNT	27	Discovery
9	KUEN (PBS)	28	The Weather Channel
10	TBS	29	NBC Sports Network
11	KBYU (PBS)	30	AMC
12	USA	31	MountainWest Sports Network
13	KSTU (FOX)	32	CBS Sports Network
14	KJZZ	33	Travel
15	ESPN	34	History
16	ESPN 2	35	The Food Network
17	ESPN U	36	Discovery Home & Health
18	ESPNNews	37	Fox Sports West
19	CNN	38	Univision
20	HLN	39	Gala
21	CSPAN2		



**Intermountain  
Alta View Hospital**

*Healing for life®*

801.501.2600

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[www.altaviewhospital.org](http://www.altaviewhospital.org)