

WELCOME
to LDS Hospital

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Jim Sheets
Hospital Administrator

❖ Welcome to LDS Hospital

I'm Jim Sheets, administrator of LDS Hospital. We have a unique history and mission at LDS Hospital — we've been providing care to the community since 1905 — and we hope that your stay with us is as comfortable as possible. 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, 801.408.1838, by e-mail at jim.sheets@imail.org, by filling out a 'Dear Jim' feedback card, or by stopping in to Administration offices 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.

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.



Please let us know if we can make your time with us more comfortable.

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 team works with you
- Take responsibility to help solve problems

❖ Our Commitment to Quality & 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. Advance 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 801.507.2947 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.

If your concerns are not resolved, you or your family member may call Patient Relations at 801.408.2273 or call 801.408.1100 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.

❖ Services for You and Your Guests

SECURITY

We want you to feel safe and protected while you are in the hospital. If you have questions or concerns, call 801.408.2000 anytime to reach a security officer.

SMOKING POLICY

LDS Hospital is 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.

VISITING HOURS AND GUIDELINES

We welcome visitors at any time. 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.

EMAILING A PATIENT

Friends and family can send emails to patients at LDS Hospital. Simply go to www.ldshospital.com and click on “Email a Patient” in the Resources

section on the left side of the page. When you’ve hit send, a message is generated, printed, and delivered to the appropriate patient by one of our hospital volunteers.

VALET PARKING

Valet parking is available at the main entrance of LDS Hospital. Feel free to use this complimentary service during your visits.



❖ Services for You and Your Guests *continued*

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 801.408.1100 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. Simply open an Internet browser and accept the Conditions for Use to be able to access the Internet. Some inpatient units also have laptops available for use during your stay. If you’d like to check out a

laptop, contact your nurse and ask if one is available. Computers are also available for family members in the Education Center near the cafeteria.

Free public wireless internet services are available for patients and their families.

GIFT SHOP

The Gift Shop, on the first floor of the patient tower, is open Monday-Friday, 9 a.m. – 7 p.m., closed Saturday and Sunday. The shop offers clothing, magazines, candy, cards, books, flowers, balloons, decor and personal care items. Operated by volunteers, Gift Shop proceeds help improve hospital services. To contact the Gift Shop, call 801.408.1125.

PHARMACY

Our pharmacy is located in the main lobby of the patient tower. The pharmacy fills outpatient prescriptions and offers a small selection of over-the-counter medications. The pharmacy is open Monday-Friday, 9 a.m. – 7 p.m., Saturday from 9 a.m. – 5 p.m., and closed Sunday. To contact the pharmacy, call 801.408.1298.

Medication delivery to your room is also available; call extension 88350 before you check out to have your prescriptions delivered to your room.



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. You can call to have food brought to you anytime from 6 a.m. to 8 p.m. Dial 81114 to order. Guests can also order through room service using a personal credit or debit card.

8th & C Cafeteria

Located on the second floor of the Central Tower, the cafeteria offers a variety of dining options. Open from 7 a.m. to 8 p.m., Monday – Friday.

The Grove Cafe

Located in the lobby on the first floor, the Grove offers a variety of dining options and is open 7 days a week, 24 hours a day.

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 801.408.2000 anytime and an officer will help you.



For your convenience, we offer personalized room service.

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.

CHAPEL OR MEDITATION ROOM

The chapel or Meditation Room is located on East 6 in the patient tower.

You can also call 801.408.1771 for a schedule of worship services.

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.

❖ Services for You and Your Guests *continued*

LANGUAGE TRANSLATION SERVICES

If you need someone who can speak your language, including sign language, please talk to your nurse for help.

HOSPITAL CHECK-OUT

Our team carefully reviews your progress to decide when you are ready to leave the hospital. Please make arrangements for transportation the night before. Usually you'll need to have someone else drive you home from the hospital. 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 not for 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 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.

For more information or to make a donation visit <https://intermountainhealthcare.org/giving-volunteering/intermountain-foundation>.



❖ 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 interpreting 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*

- Protection from harassment, neglect, mental abuse, and physical abuse.
- Protection from chemical and physical restraints, except when necessary to protect you from hurting yourself or others.
- 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.

- Access 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)	28	TBS
3	TV Guide	29	USA
4	KTVX (ABC)	31	Animal Planet
5	KSL (NBC)	32	AMC (American Movie Classics)
7	KUED (PBS)	33	Discovery Channel
9	PBS	34	TLC (The Learning Channel)
11	KBYU	35	ABC Family
13	KSTU (FOX)	36	Hallmark
14	KJZZ	37	Fox News
15	MSNBC	38	CSPAN
18	KUTH (Telemundo)	39	History
20	TRU TV	40	ESPN News
21	ESPN 2	41	ESPN
24	Cartoon Network	42	ESPN U
25	CNN	52	Direct TV Cinema
26	TNT	54	Comfort Channel
27	Weather		



801.408.1100

8th Avenue C Street, Salt Lake City, UT 84143

www.ldshospital.org