

WELCOME
to Utah Valley Hospital



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Kevin Brooks
Hospital Administrator

Welcome to Utah Valley Hospital

Our dedicated teams are here to take the best care of you and your loved ones. Our commitment is to provide you with outstanding care that results in a positive 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 team works with you
- Take responsibility to help solve problems



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

Our Commitment to Quality & Safety

HONORING YOUR WISHES

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 801.357.7643 and ask to speak to the Facility Privacy Coordinator or call 1.800.442.4845 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 your concerns are not resolved, you or your family member may call Patient Relations at 801.357.7299 or call 801.357.3660 to speak with the Administrator on call.

If you have a complaint or grievance about the quality of your care, you, your family member, or surrogate should contact the immediate supervisor of the unit or department, call Intermountain Patient Relations at 1.855.442.7855 or send an email to RiskMgmtconcern@imail.org.

To file a grievance with the State of Utah, call 1.800.662.4157; 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 1.800.994.6610.

To file a grievance with Medicare, in Utah call 1.844.430.9504 or contact the Office of the Medicare Ombudsman at <http://www.cms.gov/center/ombudsman.asp>.

Any patient or other person who believes he/she may have been subject to discrimination can file a discrimination complaint or grievance by contacting Intermountain's 504/Civil

Rights Coordinator at 1.800.442.4845 (TDD Users: 711) or email at compliance.hotline@imail.org. You can also contact the Office for Civil Rights at 1.800.368.1019 (TDD Users: 1.800.537.7697).

SECURITY

We want you to feel safe and protected while you are in the hospital. If you have questions or concerns, call 801.357.7266 anytime to reach a Security officer.

SMOKING POLICY

Utah Valley 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.



Services for You and Your Guests

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.

Quiet time starts at 9 p.m. every night. Eye masks and ear plugs are available upon request.

VALET PARKING

Valet parking is available at the main entrance of Utah Valley Hospital from 6 a.m. to 6 p.m. Monday through Friday. Feel free to use this complimentary service during your visits.

GIFT SHOP

The Gift Shop, located on the first floor of the West Building, is open from 9 a.m. - 8:30 p.m., Monday - Friday, and 9 a.m. - 5 p.m. on Saturday. It offers clothing, candy, cards, books, flowers, balloons, decor and personal care items. The Gift Shop is operated by volunteers and proceeds are used to improve hospital services. To contact the Gift Shop directly, please call 1.801.357.4650.

PHONE 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 1.801.357.7850 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 through Google Fiber 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.

DVD RENTAL

DVDs are available to rent at the kiosk next to the Cashier's Office on the 1st floor of the hospital. You and your visitors are welcome to rent a DVD to watch on your personal laptop or other device.

PHARMACY

Timpview Pharmacy, located east of the hospital on the main floor of the Physician's Plaza, Suite 201, fills outpatient prescriptions and offers a selection of over-the-counter medications. The pharmacy is open weekdays from 9 a.m. to 7 p.m., Saturdays from 9 a.m. to 5 p.m. and Sundays from 9 a.m. to 2 p.m. To contact the pharmacy, call 1.801.357.7333.

Medication delivery to your room is also available; talk with your nurse before you check out to have your prescriptions delivered to your room.



For your convenience, we offer personalized room service.

FOOD SERVICES

We are pleased to provide you with room service during your hospital stay so you can select what you would like to eat at a time of your choosing. A Guest Service representative will give you a room service menu that you will order from. You can contact room service to place your order anytime between 6:30 a.m. and 7:30 p.m. by calling extension 3663 (FOOD) and your meal will be delivered to your room within 45 minutes from the time you call. The room service staff can answer questions related to your special dietary needs or the menu when you call to order.

River Rock Cafe

Located on the third floor of the East Tower, this cafe offers a variety of food options for visitors and employees. Open daily from 7 a.m. - 10 a.m. and 11 a.m. - 7:30 p.m.

Cafe West

Located on the first floor of the West Building, this cafe offers American grill and deli food. Open Monday - Friday from 7 a.m. - 2 a.m. Saturday - Sunday from 10 a.m. - 2 a.m.

Services for You and Your Guests *continued*

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 1.801.357.7266 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.

CHAPEL OR MEDITATION ROOM

The Chapel or Meditation Room is located on the first floor of the East Tower. You can also call 1.801.357.3826 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.

LANGUAGE INTERPRETATION

If you need someone who can speak your language, including sign language, please talk to your nurse for help. Language interpretation services are provided free of charge.

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.



Rights and Responsibilities

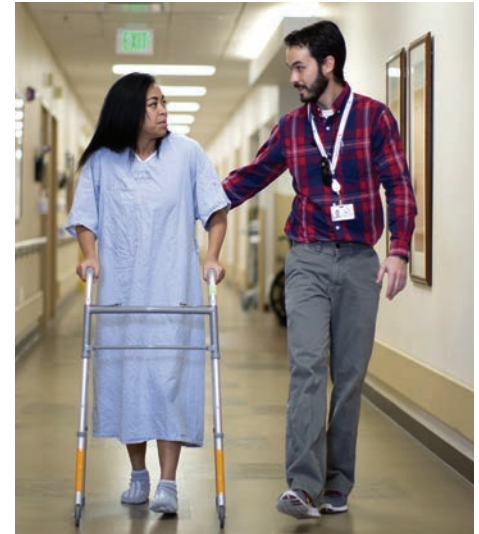
PATIENT RIGHTS

As a patient of Intermountain Healthcare, you have the right to:

- Be free from discrimination. (See Intermountain Healthcare's Nondiscrimination Policy)
- 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 free interpreting and translation services in other languages from qualified individuals or free auxiliary aids and services for visual, speech, hearing or cognitive disabilities as needed. Please contact the immediate supervisor of the area to request these services.
- Participate in decisions about your

healthcare, 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).
- 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.
- 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.
- 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



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

- 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.
- Access 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.

Rights and Responsibilities *continued*

- 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.
- Have the right to file a discrimination complaint or grievance (see the Patient Relations section for more information).

PATIENT RESPONSIBILITIES

As a patient of Intermountain Healthcare, 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.

OTHER PERSONS' RIGHTS AND RESPONSIBILITIES

Any person, visitor, customer, and/or supplier at Intermountain Healthcare shall:

- Be free from discrimination. (*See Intermountain Healthcare's Nondiscrimination Policy below.*)
- Support mutual consideration and respect by maintaining civil language and conduct with interactions among

staff and licensed independent practitioners.

- Respect the property, comfort, and privacy of Intermountain Healthcare patients.
- Have the right to file a discrimination complaint or grievance. (*See the Patient Relations section for more information.*)

NONDISCRIMINATION POLICY

As a recipient of Federal financial assistance, Intermountain Healthcare complies with applicable federal civil rights laws and does not exclude, deny benefits to, or otherwise discriminate against any person on the grounds of age, race, color, ethnicity or national origin, disability, religion, creed, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression and/or veteran status in admission to, participation in, or receipt of the services and benefits under any of its programs and activities, and in staff and employee assignments to patients, whether carried out by Intermountain Healthcare directly or through a contractor or any other entity with which Intermountain Healthcare arranges to carry out its programs and activities.

Television Channels

| | | | | | | | |
|----|------------------|----|-------------------|----|---------------------|----|-----------------------|
| 2 | KUTV (CBS) | 15 | Disney Channel | 28 | OWN | 41 | ESPN News |
| 3 | Weather Channel | 16 | Disney XD | 29 | National Geographic | 42 | ESPN 2 |
| 4 | KTVX (ABC) | 17 | Cartoon Network | 30 | Animal Planet | 43 | Encore - Movies |
| 5 | KSL (NBC) | 18 | Freeform | 31 | Food Network | 44 | Encore - Movies |
| 6 | Rural Farming TV | 19 | CNN | 32 | Discovery Channel | 45 | Encore - Westerns |
| 7 | KUED | 20 | FOX News | 33 | History Channel | 46 | AMC |
| 8 | Univision | 21 | Bloomberg TV | 34 | Biography Channel | 47 | WGN |
| 9 | Galavision | 22 | Headline News | 35 | TBS | 48 | Spike TV |
| 10 | Univision | 23 | MSNBC | 36 | A&E | 49 | Travel Channel |
| 11 | KBYU | 24 | Game Show Network | 37 | Hallmark Channel | 50 | UVH Welcome |
| 12 | BYUtv | 25 | TNT | 38 | Hallmark Movies | 51 | Comfort Channel |
| 13 | KSTU (FOX) | 26 | USA | 39 | ESPN | 55 | Mother Baby Education |
| 14 | ION | 27 | TLC | 40 | ESPNU | | |





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