



Hospitalized Patient Information

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Welcome!

Welcome to Providence St. Mary Medical Center. Thank you for entrusting us with your care.

In this guide you will find information and resources for your stay. Our goal is to provide excellent medical care in a warm, compassionate environment. At Providence St. Mary, your well-being is of utmost importance. Our dedicated team of healthcare professionals is committed to your comfort and delivering the highest quality of care.

In addition to our medical expertise, we strive to offer a supportive atmosphere to aid in your recovery. As you embark on the healing process, we encourage you to communicate openly with our medical team so we can best meet your needs. Our caregivers are here to listen and answer any questions you may have. If you have concerns, please share them with us. Your input and feedback are invaluable to us as we constantly strive to enhance our services and provide an exceptional healthcare experience.

Once again, thank you for choosing Providence St. Mary. We wish you a swift recovery and a positive experience throughout your time with us.



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Amenity Items

Your comfort and ability to rest during your stay are important elements to your healing. The following comfort items are available upon request from any member of your care team:

Aromatherapy buttons
Cell phone chargers
Comb/hairbrush
Earplugs
Eye mask
Hair ties
Lip balm
Lotion
Reading glasses
Shampoo/conditioner/soap
Toothbrush/toothpaste

Please notify your nurse or nurse aide if there are other ways we can help create a quiet and peaceful environment during your stay.

Care Team Members and Roles

Doctor (Hospitalist Physician/Provider) – hospitalists at St. Mary are trained in internal medicine and provide care for the majority of adult patients, usually as the physician in charge of the care team or as a consultant to another physician. Hospitalists, in partnership with nursing, case management, pharmacy and ancillary services are the backbone of our hospital’s ability to deliver efficient, high value, patient centered care. Hospitalists have strong partnerships with case managers to craft patient centered discharge plans that support the medical and social needs of each individual patient to enable them to safely transition home or to another facility. Hospitalists partner with other hospital-based providers (including emergency medicine, surgeons, and specialists) to achieve operational, quality and patient experience goals.

Patients admitted to (or consulted by) the hospitalist service are initially seen by an “admitter hospitalist” and the following morning the patients are reassigned to a rounding hospitalist for daily rounds. Usually hospitalists work seven days in a row with a replacement hospitalist taking over on Tuesday.

Consulting Physicians – doctors who specialize in areas such as surgery, cardiology, gastroenterology, may consult with hospitalist on your diagnosis or treatment plan.

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Care Team Members and Roles (continued)

Registered Nurses (RN) – a licensed, registered nurse will provide your bedside care during your hospitalization. Following your provider’s treatment plan and your nursing care plan, they administer medications, monitor vital signs, encourage your full participation in your care and make sure that you are as comfortable as possible. Dedicated to your well-being and safety, nurses serve as your advocate and help educate you about your condition and answer any questions you may have.

Nurse Aide (CNA) – a certified nursing assistant, or nurse aide, will assist you with activities of daily living (shower/hygiene, feeding, toileting).

Caregivers – at Providence, all employees are referred to as “caregivers.” Whether providing direct care or working behind the scenes, all are dedicated to easing the way of patients and their families.

Case Manager – works closely with doctors to ensure you are ready to leave the hospital safely. See DISCHARGE PROCESS for more details.

Chaplain – chaplains provide emotional and spiritual support for patients and their families. Chaplain visits may be requested by calling the operator or asking any caregiver.

Environmental Service Technicians (EVS) – EVS technicians clean patient rooms on a daily basis and assist with additional cleaning / removal of trash as needed. They will leave a flower card on your care board to indicate that your room has been cleaned each day.

Nutrition Attendants – take meal orders and deliver trays. Will assist you in making meal selections that follow your dietary restrictions, personal preferences and doctor’s orders.

Rehabilitation Therapy Team

Occupational Therapist – maximize your independence in activities of daily living (“ADLs”)

Physical Therapist (PT) – maximize independence in mobility

Speech Therapist (ST) – evaluate your ability to swallow foods of various textures and help you communicate verbally

Rehab Aide – assisting therapists in treatment, rehab aides serve as a “second set of hands”

Respiratory Therapy – respiratory therapists help care for patients with breathing difficulties

Students – as a teaching hospital, you may see medical residents or students shadowing or assisting in your care. All are under the supervision of a licensed clinical caregiver. You have the right to decline care from a resident or student at any time.

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Bedside Report / Shift Change

Nursing teams change shifts every day between 7:00 – 7:30 am and 7:00 – 7:30 pm. Your outgoing nurse will give an update to your new nurse on the status of your care and anything else they may need to know about you. Part of this handoff will be done at your bedside so you can ask questions or add any relevant information to your plan of care.

Call Light / Hourly Rounding

You can expect to be checked on every hour to ensure your needs are being met (“hourly rounding”). If you need assistance in between these checks, use your call light to request assistance. If you are at risk of falling for any reason, please wait for help getting in/out of your bed or chair.

DAILY SCHEDULE

6:00 am	Caregiver hourly rounding begins
6:55 am	Morning prayer overhead
7:00 am – 7:30 am	Nursing shift change
7:00 am – 8:45 am	Breakfast
11:30 am – 1:00 pm	Lunch
4:45 pm – 5:45 pm	Dinner
7:00 pm – 7:30 pm	Nursing shift change
8:30 pm	Visiting hours end and quiet hours begin

Exact mealtimes will vary according to the unit you are on.
See additional details under MEALS.

Discharge Process

To support your safe discharge from the hospital, your care team will work with you to ensure the following are in place:

- Printed discharge summary with instructions for home care.
- Plan for where you will go after your hospitalization (home or skilled nursing facility, for example) and a ride to your destination.
- Any medical equipment needed for home care.
- Prescription for new medications in hand or sent electronically to preferred pharmacy.
- Removal of lines/drains/tubes.
- Any personal belongings (dentures, hearing aids, etc.) used during your hospitalization.

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Lost or Broken Items

Please send any valuable items home or ask your nurse to place in hospital safe as replacement will not be covered by the hospital. If you use glasses, hearing aids, or dentures, please do keep these items with you.

If these items are lost or damaged during your hospital stay, contact Patient Concerns at 509-897-5866 or patient.concerns@providence.org for assistance.

Meals

Your nutrition attendant will take your order and deliver meal trays between 7:00 am and 7:00 pm. We will do our best to accommodate your dietary preferences while following any diet limitations specific to your medical condition. If you need further assistance, call 509-897-3078.

Exception: Family Birth Center patients/visitors place their meal orders with the kitchen directly (“room service style”) any time between 7:00 am – 7:00 pm using the phone number listed on your menu. Please allow 45 minutes for delivery.



Financial Assistance / Billing Questions

Providence cares for people and their health needs regardless of their ability to pay. We are committed to working with our patients through any financial issues, including finding ways to make medical care more affordable – even if that means lowering our bills to accommodate special needs and circumstances. We know that people sometimes get sick very suddenly and that medical bills can be hard to pay. If you are having trouble paying for all or some of your health care, we encourage you to talk with a Providence financial counselor or someone in our business office about how we can help you.

Contact Patient Financial Services (Cashier's Office) at 509-897-5324.

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Medical Records

To request a copy of your medical records, contact Health Information Management (HIM) at 509-897-5775, email PSMMC.HIM@providence.org or request a Release of Information form from the registration desk in the East/Main Lobby.

Medications

All orders for medication (including for pain) are placed by the hospitalist physician and given to you by your nurse. Please send personal medications home unless instructed otherwise (i.e. Family Birth Center patients). Hospitalists will order any medications needed during your stay, including the same or equivalent medications to those you take regularly. Some medications you will take orally (by mouth) and others will be given to you through an IV, usually in your arm.

Medications may also be prescribed for when you are discharged, which you can fill using your regular pharmacy. For new medications, your hospitalist will write the initial prescription, but refills should be requested from your primary care provider. Providence does not have an outpatient pharmacy on-site. Prescriptions will be sent to the pharmacy of your choice.

Photography / Video

Still photos and audio/visual recordings taken within Providence facilities requires express consent from all individuals intended to be captured in the photo or recording, prior to recording. For patients without the capacity to consent, the patient's legal surrogate must provide the consent for them. Recording should occur in a private location (patient room or behind a privacy curtain) to ensure other patients/individuals' privacy is respected. Providence reserves the right to request that photography or audio recording be discontinued at any time at the discretion of the involved professional staff and/or caregivers.

Questions or Concerns

If you have any concerns about your medical care or care environment (temperature, cleanliness, meals), please notify your nurse, who will serve as your advocate while in the hospital. If your issue is still unresolved, please ask to speak to the unit coordinator (charge nurse).

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Rights & Responsibilities

A full list of your rights and responsibilities as a patient is available to view here, or in hard copy form at any registration desk:

<https://www.providence.org/patients-and-visitors/patients-rights-and-responsibilities>

Safety & Security

The safety of our patients, caregivers and visitors is our top priority. You may notice the presence of uniformed security officers, occasionally accompanied by trained security dogs Axel or Mylo. Weapons, illicit drugs, drug paraphernalia and alcohol are not allowed in our facilities and may be seized. Violence or aggression toward caregivers is not tolerated.

Smoking

Providence observes a strict no smoking or vaping policy on our campuses. If needed, please request a nicotine patch to be ordered by your doctor.

Spiritual Care

Holistic healthcare means caring for an entire person; addressing emotional and spiritual issues as well as physical ones. Hospital chaplains are specially trained to care for patients and their families in a hospital setting when a person is facing life-threatening or life-changing situations. Chaplains recognize the diversity of inner personal sources of strength, hope and beliefs and support an individual based on their preferences of what provides meaning and purpose in their life. In addition to providing a calming presence, chaplains are also available when patients and families are facing critical decisions:

- Chaplains can facilitate putting forward an ethics consult to ensure patient's rights are represented.
- When a patient is contemplating suicide.
- When families and patients need non-judgmental support and listening to help them receive and process difficult information.
- To protect a person's religious liberty and be a liaison to a patient's faith community for prayers, rites/sacraments and visits.
- Assist with Advance Care documents.
- Facilitate conversations around life review and life goals.

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Visitor Information

Hospital visiting hours are 8:00 am to 8:30 pm. Visitors must obtain a visitor band from the visitor check-in desk in the lobby. Visitors to patients in isolation rooms must also check-in with the unit secretary upon arrival to the unit and observe any special precautions in place.

Cafeteria - the hospital cafeteria is located on the first floor and serves hot meals during the following hours:

6:15 – 9:00 am	Breakfast
11:00 am – 1:30 pm	Lunch
4:15 – 6:45 pm	Dinner
11:00 pm – 12:30 am	Late Night Meal (Monday – Friday only)

Coffee Shop - the coffee shop serves Starbucks beverages and a variety of treats. It is located on the level 2, the main lobby floor, next to the Poplar Street exit.

7:00 am – 2:00 pm	Monday – Friday
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Chapel - the chapel is located on Level 2, the main lobby floor, next to the coffee shop. It is always open and available to those of any faith tradition or none. Please knock if the door is closed.

Gift Shop - the Gift Shop is located across from the elevators on Level 2, the main lobby floor. Items available for purchase include balloons, stuffed animals, candy, religious items, artificial plants and flowers, slippers, rehabilitation items, and clothing.

10:00 am – 2:00 pm	Monday – Thursday
10:00 am – 12:00 pm	Fridays

Guest Meal Trays - visitor meal trays are available for \$7 and can be ordered at the same time the patient places their order or by phone call to the number on the in-room menu.

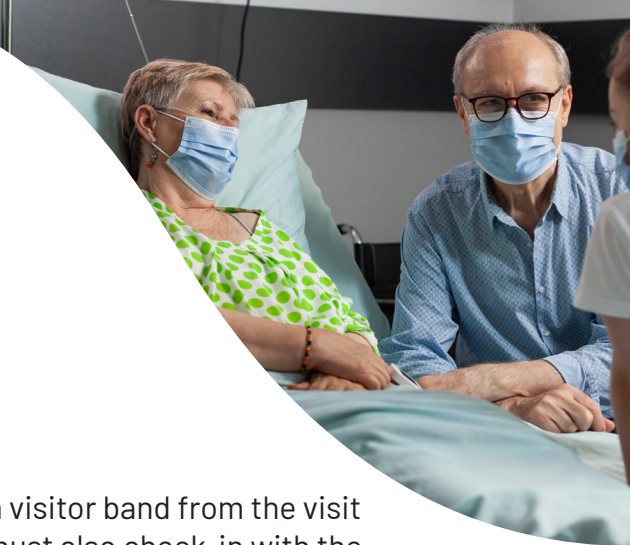
Infection Prevention - please wash or sanitize hands before and after each visit. Observe signs posted on patient room doors for any special precautions in place to keep you and your loved ones safe.

Nearby Lodging - many hotels and motels in Walla Walla offer discounts for people who are here for treatment or supporting a loved one. When booking a room, ask if a medical discount is available. A list of local lodging options is available on the [Walla Walla Valley Chamber of Commerce website](#).

Map - click here for a [map and floor directory of Providence St. Mary Medical Center](#).



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Visitor Information (continued)

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Supporting Your Loved One During Hospitalization - here are some ways visitors/support persons can help loved ones be more comfortable while in the hospital:

- Cards and mylar (non-latex) balloons are welcome.
- Flower bouquets are welcome in the Family Birth Center, Surgical and Medical Units. Flowers are not allowed on the Intensive Care Unit.
- Personal photos or hand-drawn artwork.
- Items to consider bringing from home: a set of clean clothes, soft blankets, reading or prescription glasses, hearing aid batteries, cell phone charger, reading materials, extra undergarments, advanced directive forms, books or bedside activities like crafts or word puzzles. Please note PSMHC is not responsible for items lost or broken during hospitalization.

Please confirm with the patient's nurse before bringing outside snacks or drinks for your loved one.

WiFi Information:

Network: PHS Guest

Password changes quarterly. Please ask a caregiver for the current password.

Unit Contact Information

Family Birth Center (Labor & Delivery | Postpartum)
Intensive Care Unit (ICU)
Inpatient Rehabilitation
Medical Unit & Inpatient Rehabilitation
Surgical Unit

Rooms 349 - 366

Rooms 449 - 462

Rooms 332, 336-338, 342-345

Rooms 301 - 331, 346-348

Rooms 419 - 436, 444 - 448

509-897-2380

509-897-2980

509-897-2395

509-897-2365

509-897-2400