



St. Claire HealthCare

St. Claire Regional Medical Center
Patient & Visitor Guide



www.st-claire.org | 606.783.6500

“Proclaiming God’s Goodness through a Healing Ministry to the People of Eastern Kentucky.”

St. Claire Regional Medical Center opened its doors on July 1, 1963 as a general acute care hospital with 41 beds, nine nurses and six physicians representing three specialties (general practice, surgery and internal medicine).

Today, St. Claire is much more than a hospital. It is an integrated health care system known as St. Claire HealthCare.

St. Claire HealthCare is the largest employer in the region with over 1,200 staff members including more than 100 medical providers representing 32 medical specialties. It includes the largest rural hospital in Northeastern Kentucky with 159 beds, 7 family medicine locations located within 5 counties, a multi-specialty medical pavilion, an outpatient center, homecare services and operates 3 retail services including family medical supply, pharmacy and aesthetics.

All St. Claire HealthCare services are accredited by the Joint Commission.



St. Claire HealthCare is a non-for-profit health system sponsored by the **Sisters of Notre Dame - Covington Province**



Thank you for putting your trust in us for your medical care. Your health and well-being is our top priority, and we are committed to providing you with the highest-quality care with a compassionate, human touch. Every member of our staff strives to meet this goal. With a wide variety of inpatient and outpatient services, we continue to expand and enhance our services and programs to better serve you and your family.

This guide will give you some idea of what you can expect during your stay. Please read it carefully, and don't hesitate to ask your care team any questions or concerns you may have about your care. We want your experience to be as safe, comfortable and positive as possible. You are an important part of your health care team. We urge you and your family to take an active role in your care to ensure that we are sensitive to your specific needs. It's our privilege to be your health care provider and your comments are greatly appreciated.

Again, thank you for choosing St. Claire HealthCare, it is our honor to care for you and your family.

Sincerely,



Donald H. Lloyd, II
President/CEO, St. Claire HealthCare

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Patient Privacy

St. Claire HealthCare is dedicated to protecting your medical information. We are required by law to maintain the privacy of protected health information and to provide you with a notice of our legal duties and privacy practices with respect to protected health information. To review detailed HIPAA information visit www.st-claire.org/hipaa.

Patient Experience

We are committed to providing quality, safe care with excellent patient experience. We continuously look for ways to improve our services and welcome any suggestions that might help us in our mission. You may receive a patient survey several days after your stay from a company called Press Ganey. If you receive a survey, please fill it out and send it back. Your feedback will make a difference! Completing the survey only takes a few minutes, and your responses are confidential unless you choose to add your name and phone number. Your feedback will let us know what we're doing right and how we can improve our service.

If you have a question or concern about patient care or safety during your stay, we encourage you to share this directly with those providing the care or services, or contact the manager of the department. If you do not believe your concern has been adequately addressed, contact the patient experience hotline at 606.783.6591.

Advance Directives/Living Wills

St. Claire Regional Medical Center is required by law to inform patients of advance directives. Advanced directives are documents that allow you to state your choices for health care or name someone to make those choices for you if you become unable to do so. You may make decisions about your future medical or psychiatric treatment by means of formal documents such as living wills and durable power of attorney for your medical care. We do not discriminate or place conditions on your care based on whether or not an advance directive has been executed.



Patient Safety

St. Claire HealthCare is dedicated to making the Medical Center a safe place for patient care and we want you to be our partner in care.

Staff Role in Patient Safety

St. Claire HealthCare staff and health care providers use the National Patient Safety Practice as their framework. Therefore, patients can expect team members to:

- Wear a St. Claire HealthCare ID badge and introduce themselves
- Wash hands before and after contact to prevent the spread of infection
- Clearly and completely explain your condition and how you will be cared for
- Check armbands and/or ask your name before administering medication or performing a test or procedure
- Ask about allergies and reactions to medications, food or environment
- Place a special armband on you as an allergy alert
- Assess your risk for falling and take appropriate measures
- Mark the site of surgery or procedure when it involves an area of the body with two sides (arms, legs, etc.)
- Ask whether you are in pain and assist with managing pain

Your Role in Patient Safety

- Provide up-to-date, accurate information about your present health condition
- Provide a list of current medications (prescription, over-the-counter and herbal supplements) indicating when and why you take them

- Make sure you understand what will happen if you need surgery
- Make sure you understand and receive results of any tests or procedures
- Prepare by writing down questions for your health care professionals
- Read all forms before signing. Ask for clarification if you need it.
- Ask questions. Express concerns. Ask again if anything is not clear.
- Ask about any medication
- It's OK to ask your caregivers to wash their hands

Patient Falls

At St. Claire, we promote a “call, don't fall” environment. Any time you are getting out of bed, please notify a member of your health care team for assistance.

Rapid Response Team

Problems can happen any time a patient is in the hospital. St. Claire's Rapid Response Team can help BEFORE there is a medical emergency. Rapid Response provides an available group of staff that can be called for hospital patients and their family members when there is a noticeable change in the patient.

We encourage you or your family to contact a member of your health care team if you feel there is a change that needs to be addressed.

Rounding

A member of your care team will be around to check on you every hour during the day, and every two hours at night. If you need assistance at any time, please use your call button to reach your a member of your health care team.

Your Care & Safety

Patient Meal Service

Your first meal will be selected, based on the diet ordered by your health care provider. You will receive a menu to select your meals for the following day. Gluten-free, kosher and vegetarian meals are available upon request. For more information or to make a special request, contact Food Services at **606.783.6709**.

Registered dietitians are available to answer your questions and provide diabetes and nutritional education during your stay. If you have any questions about your diet, call **606.783.6701** Monday – Friday from 7 a.m. to 3:30 p.m.

Pastoral Care

Members of your clergy may visit you at any time during your stay. A St. Claire HealthCare chaplain may check in on you during your stay or you may call **606.783.6735** to request a visit or receive religious literature. Chaplains can also help you contact a particular faith group.

Meditation Chapel - The Chapel, located on the second floor, is open for meditation, reflection and prayer.

Religious Services - Catholic Mass is provided most mornings, Monday through Friday at 7:10 a.m. in the Chapel. Everyone is welcome to attend.

Environmental Services

Your room is cleaned daily by a member of our environmental services team. If there is a housekeeping problem, please contact your nurse or call Environmental Services at **606.783.6986**.

Security

Security can be reached 24 hours a day, 7 days a week. To call inside the hospital, press “9” followed **783.6767**.

Your Care & Safety

Smoke & Tobacco Free Campus

Smoking or using tobacco products, including but not limited to cigarettes, tobacco and devices such as e-cigarettes, pipes and vaporizers, is prohibited in all St. Claire HealthCare facilities, including entrances, sidewalks and parking lots. St. Claire Regional Medical Center has designated one smoking area behind the hospital, near the physician parking lot. Please ask for directions.

For the safety of our patients, leaving the floor to smoke is strongly discouraged. **Leaving the floor with any hospital equipment (including, but not limited to IV poles and oxygen tanks) is strictly prohibited.**

Patients who insist on smoking or using tobacco in this designated area must complete a release of responsibility form at the nurses’ desk. If you want help quitting, please talk with your health care provider.

Weapons

St. Claire HealthCare prohibits the carrying of weapons on all SCH properties, except those carried by law enforcement personnel.

Disaster Preparedness

In the event of a disaster/crisis, St. Claire HealthCare will post all communications to St. Claire’s website www.st-claire.org and official social media sites. All direct personal patient inquiries can be made by calling **606.783.6500**.

Going Home

St. Claire HealthCare understands that patients and loved ones are eager to return home after a hospital stay. However, we must ask for your patience during the discharge process as it requires coordination between many members of your health care team and close attention to detail to ensure that follow-up appointments, prescriptions and, if needed, in-home services have been properly planned.

Before Going Home

- You will receive discharge instructions including any special instructions needed for follow-up care. Be sure you understand those instructions clearly. Don't be afraid to ask questions.
- Make sure that anyone assisting you understands the type of care you will need, what to look for if your condition changes, when to call for help and whom to contact.
- Make sure you know how to operate any required medical equipment.
- A list of current medications will be provided and reviewed with you by our staff. You will receive education on what each medication is and why you are taking it. Take the list to your next primary care appointment. Ask your health care provider or pharmacist about any possible interactions.
- Ask about support groups for your condition.
- Your health care provider will prescribe prescriptions, if applicable. Your nurse will provide them for you.
- Check your personal items before leaving. If you deposited valuables with Security in the hospital safe, ask your nurse to notify a security officer.

Meds-to-Beds

Meds-to-Beds is a convenient bedside service that delivers your prescriptions to you prior to discharge. With this service, St. Claire pharmacists will make sure you get the right medications and prescription education, all while saving you the hassle of making an extra stop on your way home.

Follow-Up Care

Case Management

If your stay has resulted from an injury or illness that has altered your lifestyle, you may have many questions. St. Claire's Case Management/Social Work department can help you address questions, locate resources and provide counseling for you and your family as everyone adjusts. Case Management is staffed by social workers and registered nurse case managers Monday through Friday from 8:00 a.m. - 4:30 p.m. For more information contact **606.783.6590**.

Mobile Medicine

Home-bound patients who need close monitoring after discharge may be eligible for services provided by St. Claire Mobile Medicine. If your health care provider recommends this service, you can expect a home visit by a St. Claire provider within the first few days after you return home. Your provider will:

- Help you reconcile medication changes after your hospital stay and provide you with instructions on proper use of medication;
- Monitor the progress of your recovery;
- Assist you in learning treatment techniques;
- Identify changes that need to be made in your home or social life to aid in your recovery; and
- Make sure you understand what level of response is appropriate for concerns and provide clearly written instructions and phone numbers.

HomeCare

A wide range of essential quality health care services can be provided in your home by St. Claire HomeCare or the home health agency of your choice. Ask your HomeCare liaison or call **606.784.8403** for more information.

HomeCare services include:

- Home Health
 - Skilled Nursing
 - Physical, Occupational and Speech Therapies
 - Medical Social Worker
 - Home Health Aid
- Hospice
- Family Medical Supply
- IV therapy
- Palliative Medicine

Hospital & Health Care Provider Bills

Payment will be expected on the day of service for copayments, deductibles and/or co insurance as your insurance carrier requires. We will submit claims to your insurance carrier(s) providing we have all the necessary information. You will be responsible for any amount not paid by your insurance carrier(s) within 45 days, except where specifically prohibited by law.

A hospital bill will be mailed to you after services are rendered including supplies and equipment related to your treatment. You will be billed separately by your health care provider and other specialists involved in your hospital care.

If you have any questions regarding your medical bill(s), please call Patient Financial Services at **606.783.6522**.

Financial Counseling

Financial counselors are available to answer questions about statements related to your hospital stay. For more information contact **606.783.6545** or visit the office, located inside Patient Registration on the first floor of the Medical Center, Monday - Friday, 8:00 a.m. to 4:30 p.m.

Financial Assistance

If you are uninsured or under insured, the St. Claire HealthCare Assistance Program may help pay for all or part of your hospital services. Please contact a financial counselor for an application or for additional information within 30 days of your stay.

Medical Records/Patient Portal

*Access your secure health information ...
ANYTIME, ANYWHERE!*



Myhealth patient portal is your FREE online tool for accessing your health care information.

- Check your personal records using a computer, smartphone or tablet.
- View lab results.
- Exchange messages with your health care team.
- Request prescription refills.
- Receive email care reminders.
- Request an appointment with your health care provider.

Enrollment is easy and just a few clicks away!

Simply visit our website at www.st-claire.org and click “myhealth patient portal” icon in the upper right corner.

Patients, legal guardians or parents of minor patients may also request printed copies of medical records for a nominal fee after submitting a written request. Records requiring signatures or documentation by a health care provider will not be released until the record has been completed. For more information, contact Health Information Management at 606.783.6570, or visit the office, located on the second floor of the Medical Center, Monday – Friday 8 a.m. to 6 p.m.

Patient & Visitor Information

Visiting Hours

Patients need a quiet and restful environment for a speedy and effective recovery. We ask for your cooperation by following the visitor guidelines we have established for the health of our patients and their visitors.

- **If you are ill ...** have a cold, the flu, or a respiratory infection, we ask that you postpone your visit for the safety of our patients.
- Visitors are generally limited to two people per patient.
- Visitors may be asked to leave a patient room during an emergency or other treatment situation.
- For the benefit and protection of all, appropriate dress is requested for all visitors, including shirt and shoes.
- Please clean hands before entering and after exiting patient rooms. Alcohol hand gel is available outside most patient rooms.

General Visiting Hours: 8:00 a.m. to 8:00 p.m.

- Children under the age of 14 must obtain permission from the unit nurses’ station prior to visiting and must be accompanied by an adult.
- In some areas, such as Emergency Services, ICU, Surgical Services and the Women’s Care Center, visiting hours and age restrictions may vary. Please check with the nurses’ station for details.

Behavioral Health Unit: Visiting hours are from 6:00 - 7:00 p.m. on Tuesday, Thursday, Saturday, and Sunday.

**Visitors must be 18 or older.*

Telephone Inquiries

Families may call the unit nurses’ station for an update on a patient’s condition. Please select a single spokesperson and advise your nurse who that person will be. To maintain patient confidentiality, the information we are able to give over the phone is limited. A privacy code chosen and shared by the patient is placed in the patient’s Electronic Medical Record (EMR) and confidential information is only shared with those who have knowledge of this privacy code.

Patient & Visitor Information

Personal Items & Valuables

SCH recommends that you send all valuables home at the time of your admission, including jewelry, purses, wallets, money, credit cards and checkbooks. If you are unable to send your valuables home, the Medical Center maintains a safe for the safekeeping of money and valuables. Notify your nurse if you need to place items there. SCH is not responsible for the loss of or the damage to money, jewelry, glasses, dentures, hearing aids, documents, clothing or other items of personal property unless deposited in the hospital safe for safekeeping. SCH does not assume responsibility for property that may be lost or stolen.

Lost & Found

If you lose an item of value during your stay, please contact the nurse manager of your admitting unit. If you lose an item after discharge, please contact housekeeping at 606.783.6796.

Internet

Free wireless Internet is available throughout the Medical Center. Look for “SCRGUEST” on your device and agree to the terms of service.

Telephone

A bedside phone is provided for your convenience. To place a call from a patient room, including calls within the hospital, press “9” followed by the number. To reach a patient room from an outside phone, dial 606.783.6500 and follow the menu options. Cell phone use is not permitted in some sections of the hospital. Please ask before turning on your cell phone.

Language & Sign Language Interpretation

St. Claire HealthCare provides face-to-face language and sign language interpretation through Stratus video remote interpretation (VRI).

Patient & Visitor Information

St. Claire Café

The St. Claire Café, located on the second floor, offers an array of dining and snack options. Visitors can enjoy hot breakfast, lunch and dinner options available during designated hours or a variety of à la carte items, beverages and snacks anytime the café is open.

Cafeteria Hours

6:30 a.m. - 7:00 p.m. & 10:30 p.m. - Midnight

Meal Times

Breakfast: 6:30 - 10:00 a.m.

Lunch: 11:00 a.m. - 2:00 p.m.

Dinner: 4:30 - 7:00 p.m.

Closed: 7:00 - 10:30 p.m.

Late Night: 10:30 p.m. - Midnight

Closed: Midnight - 6:30 a.m.

Vending Machines

1st Floor: Near Main Elevators and Gift Shop

3rd Floor: North

5th Floor: TCU/IRU (*Beverages Only*)

Gift Shop

The St. Claire Gift Shop, located on the first floor across from the Women’s Imaging Center, carries a variety of items including cards, toiletries, candy, flowers, home décor and gifts for people of all ages. The shop is open daily, including weekends. For your convenience, a selection of items are also available at www.st-claire.org/giftshop.

ATM

An ATM machine is located on the first floor, near the main elevators.



TELEPHONE DIRECTORY

St. Claire Regional Medical Center	606.783.6500
St. Claire Counseling	606.783.6805
St. Claire Family Medical Supply	606.784.2414
St. Claire Family Medicine	
Frenchburg	606.768.2191
Morehead–Downtown	606.784.3771
Morehead–Express	606.783.6400
Morehead–North	606.784.2774
Olive Hill	606.286.4152
Owingsville	606.674.6386
Sandy Hook	606.738.5155
St. Claire Family Dentistry	
Frenchburg	606.768.6345
Morehead	606.783.7701
St. Claire Home Health	606.784.8403
St. Claire Hospice	606.783.6812
St. Claire Medical Pavilion	606.780.5500
St. Claire Outpatient Center	606.783.6866
St. Claire Palliative Medicine	606.783.6804
St. Claire Pediatrics	606.780.5364

Allergy, Asthma & Immunology 606.780.8235
 Infusion Solutions 888.446.6348
 Kentucky Eye Institute 606.784.3393
 Ballard Smith, DMD 606.784.8983

UK HealthCare - Morehead
 Cancer Treatment Center 606.784.3443
 ENT & Facial Plastic Surgery Clinic 606.783.0202
 Women's HealthCare 606.207.2931