

# Patient Handbook



To learn more about Summit Healthcare  
visit [www.Summithealthcare.net](http://www.Summithealthcare.net)

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# Welcome to Summit Healthcare Regional Medical Center



*Ron McArthur, CEO*

Welcome to Summit Healthcare Regional Medical Center, where providing you with high-quality healthcare in a friendly and compassionate environment is our number one priority. Summit Healthcare is a not-for-profit hospital that has been serving the healthcare needs of the White Mountains since 1970. Our loyal staff of employees, physicians and volunteers work closely as a team to provide your healthcare needs. We want you to feel at home.

The patient guide is designed to acquaint you with our hospital. It provides information about our healthcare philosophy, how we strive to meet your needs and, most importantly, the people who will be caring for you. Our dedicated team of healthcare professionals are prepared to meet your physical and emotional needs. We encourage you to take an active part in your healthcare.

If you would like to share a compliment or concern, please feel free to talk to any member of our staff, or call Administration at 928.537.6556. We continually look for suggestions as to how we might serve you better. Thank you for allowing Summit Healthcare to care for you, it is our privilege.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ron McArthur', with a long, sweeping horizontal line extending to the right.

Ron McArthur  
CEO

# Our Commitment to Care

Our goal is to provide you with the best patient care. If at any time you have questions or concerns about the quality of care you or a family member are receiving or have received at our hospital, do not hesitate to speak with your nurse or the nursing supervisors. If you feel your issue was not resolved, please contact Summit Healthcare Administration at 928.537.6556 with your concerns. You may call us at any time during or after your stay.

In addition, you have the right to file a complaint or concern with one or more of the following:

## **The Arizona Department of Health Services Division of Licensing Services**

150 North 18<sup>th</sup> Avenue, 4<sup>th</sup> Floor  
Phoenix, AZ 85007  
602.364.3030

## **Health Services Advisory Group (HSAG)**

602.264.6382

## **Bioethics Committee**

When a healthcare choice involves an ethical concern – such as a family member’s wish to refuse life sustaining treatment or a disagreement concerning Advance Directives – decision-making can become overwhelming. Summit Healthcare’s Bioethics Committee is available to hear such concerns. Requests for a consultation may be made by the patient, a family member, the physician, nurse or other staff member.

To find out more, or to request a consultation, speak with your nurse or call Social Services at 928.537.6364 or from the patient room telephone, dial extension 6364.

## **Your Satisfaction**

Your healthcare is our priority. We encourage your feedback to improve healthcare. To determine where improvements are needed, this hospital takes part in the Hospital Consumer Assessment of Health Providers and Systems (HCAHPS) phone survey. The HCAHPS phone survey measures your satisfaction with the quality of care received while a patient in our facility. It is designed to be a standardized tool for measuring and reporting satisfaction across all hospitals in the U.S.

After you are released from Summit Healthcare, you may be selected to participate in the HCAHPS phone survey. The survey asks multiple choice questions about your stay. Please take the time to take the HCAHPS phone survey; as your opinions are very important to us.

## **What is HCAHPS?**

The HCAHPS survey is backed by the U.S. Department of Health and Human Services. The survey is used to improve the quality of health care nationwide. HCAHPS makes survey results public so hospitals are aware of where changes are needed. The results also enable healthcare consumers to review and compare hospitals before choosing a healthcare provider.

## **Find out information about your hospital and physicians at:**

Hospital Compare is a government website that allows users to compare the quality of care provided by hospitals. The information provided on this website is based on HCAHPS survey results. To learn more visit [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov)

# Upon Admission

Our goal is to help you get settled and feel comfortable as quickly as possible. On the day of your admission to Summit Healthcare Regional Medical Center, you will meet with a Patient Registrar.

## Patient ID

You will be given an identification bracelet with your name and medical center ID number. Please confirm that the information is correct. Do not take the bracelet off until you have been discharged. If the bracelet comes off for any reason, notify your nurse and ask for a new one.

## Insurance Authorization

Many insurance companies require an authorization for admission. The medical center will attempt to assist you with this, but may not be able to assume responsibility for this notification. In an effort to comply with federal laws pertaining to healthcare, Summit Healthcare will assess all services for medical necessity. If the procedure does not meet medical necessity guidelines, you will need to decide whether or not you will proceed. If you choose to have the services, you will be asked to sign a waiver that may result in you being financially responsible for the services provided.

Because we understand that hospitalization can create financial burdens, it is our policy at Summit Healthcare Regional Medical Center to provide as much assistance as possible in establishing financial arrangements for our patients. Call Financial Social Services at extension 6352 or 928-537-6352 or the Patient Accounts Specialist at extension 6590 or 928-537-6590.

## What to Bring

- A list of all medications you are taking (not the actual medications).
- All insurance information, including insurance cards and second opinion documentation, as required by your insurer.
- Medicare ID card to establish financial responsibility for your care.
- AHCCCS Card
- Any important papers (a living will, a medical or durable power of attorney, or custody papers).
- Identification

# Your Stay at Summit Healthcare

We have policies and procedures in place to help you and your family work with our doctors, nurses, and staff to get the most from your hospital stay. Please take a few minutes to review these guidelines with your loved ones.

## Visitor Guidelines

We encourage visitors for emotional support and recovery. To provide a restful and safe environment, we ask that all visitors comply with the following guidelines:

- Be considerate of other patients by keeping noise to a minimum.
- Refrain from visiting if you have a cold, sore throat or any contagious disease.
- Observe “No Visiting” and precaution signs before entering the room.
- Do not smoke.
- Leave the room during tests or treatments if asked.

## Visiting hours

*Flexible* - Please check with the nurse about specific hours for your unit.

## Waiting Rooms

Each inpatient unit has waiting rooms for visitors. Each waiting room has vending machines and a telephone.

## Patient Information

Friends and family members may call 928-537-4375 to obtain your room location and phone number; they will need to provide your full name. Your privacy is important to us; let your nurse know if you do not want this information given out.

When possible, please choose a spokesperson to relay information to family members and friends.

## Public Restrooms

Please do not use the restroom in patient rooms. They are reserved only for patients in order to protect their health. Public restrooms are located throughout the hospital.

## Parking

Patient and visitor parking is available in the main parking lot, east of the main entrance to the hospital. Visitors are asked to enter the hospital through the main entrance or the ED.

## Your Room

Your room has special features designed for your convenience and safety. There are bedside and bathroom call bells that allow you to call us if you need help. Remember, we are here to help.

## Interpreters

Communication is essential to good healthcare. Please let us know if you have specific needs concerning language, hearing or vision. Ask your care provider to arrange for an interpreter if English is not your primary language. In many instances we can provide telephone/video assistance with interpreters.

## For the Hearing Impaired

TTY phones, amplifier phones, video and interpreters are available. Notify your nurse if you need assistance.

## Telephone

Telephones are provided in all patient rooms. To place a local call, dial 9 + the seven-digit number. Long-distance calls cannot be credited to the phone in your room. To call long-distance you must make a collect or third-party call, or charge the call to your credit card. Dial 9 + 0 + area code and number. The long-distance operator will come on the line and ask for your billing information.

## Wireless Internet Access

Wireless Internet is available by accessing Summit Public.

## Medications from Home

Please do not bring any medications (prescription, over-the-counter, or illegal drugs) to the hospital. All medications you take while a patient at Summit Healthcare have been prescribed by your physician, are dispensed by the hospital pharmacy and administered by a trained professional. For safety reasons patients are not permitted to administer their own medications or to keep personal medications, unless approved by their physician.

## Wheelchairs

Wheelchairs are available at the entrances to the hospital. If a wheelchair is not available, inform a staff member at any reception desk.



## Hospital Safe

If you cannot send your valuables home, please visit the Switchboard Office in the main lobby or speak with your nurse about storing them in the hospital safe. The hospital cannot be responsible for any valuables left in your room.

## Lost and Found

If you accidentally misplace any personal items during your stay, you should first check in your immediate area. Oftentimes items will be returned to the nurses' station. If items have not been returned, you can check at the Switchboard. To ask about your misplaced item, call the switchboard at "0" or Security at 928-537-6583.

## Fire Safety

We periodically conduct fire drills. If you hear an alarm, stay where you are. In the event of an actual emergency, hospital staff will notify you and will direct you in what actions to take if necessary.

## Security

Security services are available 24 hours a day. If you have a security-related concern, call 6583 at any hour. The security department provides walking escorts to any on-campus location.

## Smoking

Summit Healthcare is a Tobacco-Free Facility. Smoking and/or the use of any tobacco products (including E-cigarettes) is not permitted anywhere in the hospital or on hospital grounds.

## Electrical Devices

Electrical devices including hair dryers, curling irons, razors, radios, heating pads, portable heaters, VCRs, and other devices are not permitted in patient rooms. You may use only battery-operated devices.

## Leave Your Valuables At Home

If you have valuables, such as jewelry, credit cards and cash, please give them to a relative or friend to take care of during your stay. Store your contact lenses, eyeglasses, hearing aids and dentures in containers labeled with your name and place them in a drawer in your bedside table when not in use. Please do not put them on your bed or food tray—they may be damaged or lost. Summit Healthcare cannot be responsible for replacement of personal belongings.

## TV

Televisions are provided in each patient room. Please be considerate of others by keeping the TV volume down and turning off your TV at bedtime. If you have problems operating your TV, please let your nurse know.

## Mail and Flowers

Mail and packages will be delivered to you by a hospital volunteer. Any mail received after your discharge will be forwarded to your home address. Florists deliver directly to patient rooms. Please note that flowers are discouraged in intensive care units. Outgoing mail may be taken to the nursing station or given to your attending nurse. Postage stamps are available for purchase in the gift shop.

## Patient Meals

Summit Healthcare offers room service for our patients! If you are on a diet that allows you to select your own food while in the hospital, you may choose your menu for each meal from a variety of foods. If, for medical reasons, you are on a special diet, you will be given food choices that meet specific dietary guidelines set by your doctor. The Room Service Menu was the result of a combined effort within the Dietary Department, with menu selections combining patient favorites with what we felt would be appealing to us if we were in the hospital. Patients have the freedom to order when and what they want, (within their diet prescription) during the hours of 6:45 a.m. to 5:45 p.m. Simply call FOOD (3663).

Menus are available in your room. Nutrition education is available for patients with special needs. The Dietary department provides professional consultation by clinical dietitians who work with patients, doctors, nurses and other patient care team members to provide education and nutritional information. If you have any questions or would like to speak to someone about your food, please call 928-537-6310.

### How do I find the Café and the Cafeteria?

Our 'Around the Corner Café and Sweet Shop' is located on the main floor of the hospital next to the Gift Shop. The Cafeteria is also located on the main floor towards the back of the hospital.

### CAFETERIA HOURS:

#### *Breakfast*

7:30 a.m. – 10:00 a.m.

#### *Lunch*

11:30 a.m. – 1:00 p.m.

#### *Dinner*

4:45 p.m. – 6:30 p.m.

#### *Grill Hours*

11:00 a.m. – 6:30 p.m.

## Around the Corner Café and Sweet Shop

Around the Corner Café and Sweet Shop at Summit Healthcare is located on the East side of the Main Entrance and is open Monday through Friday from 6 a.m. until 3 p.m. A wide selection of specialty pastries and beverages are available throughout the day. The Café serves ice cream and cookies, as well as snacks. The Café offers special “meal deals” daily. Call extension 6216 for the daily special.

## Vending Machines

Vending machines offering beverages and snacks are located in the hallway by the Cafeteria and in waiting rooms located in the Patient Tower. They are available 24 hours a day, 7 days a week.

## The Marketplace Gift Shop

Stop in and visit the Marketplace at Summit Healthcare, located in the main lobby of the hospital. You will find hundreds of high-quality products including accessories, jewelry, stationery, aromatherapy, and a variety of sundries including shampoo, toothpaste, lotion, razors and over-the-counter medications. We also have a case filled with beautiful bouquets of fresh flowers! And an added delight ...no sales tax. For information, call 928-537-6214.

### The Marketplace Gift Shop

Hours of Operation:  
Monday – Friday:  
9:00 a.m. – 4:00 p.m.

## Pastoral Care

Holistic healing boosts physical healing. Summit Healthcare supports this approach to healthcare in its chaplaincy program. Each chaplain works in different ways, but they all have one thing in common—a need to provide comfort and hope, and to alleviate fears and anxieties that go hand in hand with a hospital stay. A chaplain does not represent a denomination or a church. Our chaplains are here to listen and care. Your nurse will be able to arrange a visit from a chaplain, if you so desire. They can arrange for clergy from other faith traditions and can make the appropriate arrangements if a patient wishes to have a visit from their own clergy or to receive sacraments, ordinances and other rites of their particular religious tradition. The Chapel is available for your use on the first floor of the Tower near the elevators.

# Speak Up!

## Don't Get Overwhelmed, Write It Down!

### *Take charge of your care.*

During your stay, the doctors, nurses and staff of our hospital will treat you and your family as partners in your own care. One important way that you can be involved is to speak up. Ask questions, voice your concerns, and don't be afraid to raise any issues relating not only to your care and treatment, but also to overall hospital services.

In the pages that follow, you'll find a step-by-step guide to making the most of your hospital stay—how to stay safe, get the information you need, ask the right questions, and interact effectively with your doctors, nurses and hospital staff.

### Remember:

- Write down any questions you have
- Choose a family member to communicate with the doctors and staff
- Keep a list of doctors you see and the meds they prescribe

## Step Up & Speak Up

**SPEAK UP:** Ask questions and voice concerns. It's your body and you have a right to know.

**PAY ATTENTION:** Make sure you're getting the right treatments and medications.

**EDUCATE YOURSELF:** Learn about the medical tests you get and your treatment plan.

**FIND AN ADVOCATE:** Pick a trusted family member or friend to be your advocate.

**WHAT MEDS & WHY:** Know what medicines you take and why you take them.

**PARTICIPATE IN YOUR CARE:** You are the center of the health care team.

# Stay Safe

While you are in the hospital, many people will enter your room, from doctors and nurses to aides and orderlies. The following information will help make your hospital stay safe and comfortable.

## Patient Identification

Any time staff enters your room to administer medications, transport you or perform procedures and treatments, they must check your birth date and name before they proceed. At times, you may be asked the same questions repeatedly.

We are aware that this may be annoying. Please understand however, that this verification process is a critical component in our patient safety program in order to guarantee that all of our patients receive the correct medications and treatments.

## Don't Be Afraid to Ask...

A number of people may enter your hospital room. Be sure to:

- Ask for the ID of everyone who comes into your room.
- Speak up if hospital staff don't ask to check your ID.
- Ask if the person has washed his or her hands before they touch you.
- If you are told you need certain tests or procedures, ask why you need them, when they will happen and how long it will be before you get the results.
- Staff will check on you about every hour to ensure your needs are met.
- Bedside shift report is conducted by the registered nurses during change of shift to encourage patient and family involvement in care during your hospitalization. Family or significant others are involved with your permission. Please use this time to ask questions, listen and understand the plan of care.

## Fighting Infections

While you're in the hospital to get well, there is the possibility of developing an infection. The single most important thing you can do to help prevent infections is to wash your hands and make sure that everyone who touches you—including your doctors and nurses—wash their hands, too.

### *You, your family and friends should wash hands:*

1. after touching objects or surfaces in the hospital room
2. before eating
3. after using the restroom

It is also important that your healthcare providers wash their hands with either soap and water or with an alcohol-based hand cleaner every time, both before and after they touch you. Healthcare providers know to practice hand hygiene. You and your family should not be afraid or embarrassed to speak up and ask them to wash their hands.

## Happy Birthday to You!

Wash your hands with soap and warm water for 15 to 20 seconds. That's about the same amount of time that it takes to sing the "Happy Birthday" song once.



## No Soap? No Problem.

Alcohol-based hand cleaners are as effective as soap and water in killing germs in most cases. To use, apply the cleaner to the palm of your hand and rub your hands together. Keep rubbing over all the surfaces of your fingers and hands until they are dry. There are conditions in which soap and water must be used because gel cleaners are not effective against particular germs. Staff will inform you of these situations.



## Preventing Falls

Hospital patients often fall because they are weak or unsteady due to illness or medical procedures, their medications make them dizzy, or because they've been sitting or lying down for too long. Summit Healthcare Regional Medical Center cares about our patients' safety. Please help us keep you safe by following these guidelines during your hospital stay:

Patients of all ages are at risk of falls because of medications that may make them dizzy, weak or unsteady.

- Do not get out of bed by yourself. Your hospital bed is probably higher and narrower than your bed at home and you can easily fall while trying to get in or out of it. Please use your nurse call button and ask for assistance.
- Keep often-used items—call button, tissues, water, eyeglasses, telephone, TV remote—within easy reach.
- Do not walk in bare feet. Wear non-skid socks or slippers.
- Make sure your robe or pajamas don't drag on the floor; they can cause you to trip.
- Use the handrails in your bathroom and throughout the hospital at all times.
- Ask your nurse to show you how to properly walk with your IV pole, drainage bags or any other equipment.
- Be sure your wheelchair is locked when getting in or out of it. Never step on the footrest.
- If you see a spill on the floor, report it at once.

## DVT: Lower Your Risk

Deep-vein thrombosis (DVT) occurs when blood clot form in the legs and block circulation. The clots can lodge in your brain, heart or lungs, causing damage or even death. When you're hospitalized and in bed with limited physical activity, your risk of DVT increases. Ask your doctor about using compression boots or stockings and/or blood thinners to prevent DVT during your stay. And be sure to tell your doctor or nurse if you have any of the following warning signs:

- A leg cramp or charley horse that gets worse
- Swelling and discoloration in your leg, upper arm or neck
- Unexplained shortness of breath
- Chest discomfort that gets worse when you breathe deeply or cough
- Light-headedness or blacking out



# Do You Have Pain?

Controlling the pain you have is an important part of your care. Good pain relief allows your body to heal faster and can reduce the time you have to stay in the hospital. We may not be able to get rid of all your pain completely, but it is our goal to keep pain at a level that is OK with you. It is important for you to talk to the doctor, nurse, or any care giver when you have pain. You will be asked to rate the pain you have using a 0-10 scale.

**Our goal is to manage your pain so your hospital stay is as comfortable as possible.**

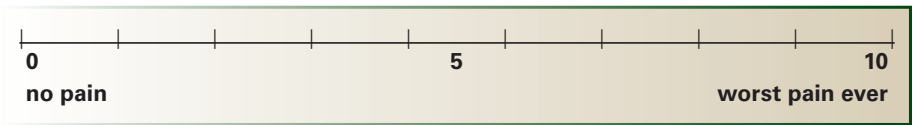
*You are the expert about how you are feeling. Be sure to tell your doctor or nurse when you have any kind of pain.*

## To help describe your pain, be sure to report:

- When the pain began.
- Where you feel pain.
- How the pain feels—sharp, dull, throbbing, burning, tingling.
- If the pain is constant, or if it comes and goes.
- What, if anything, makes the pain feel better.
- What, if anything, makes the pain feel worse.
- How much pain, if any, your medicine is taking away.
- If your medicine helps with the pain, how many hours of relief do you get?

Use the pain rating scales below to tell your doctor or nurse how your pain is affecting you.

### 1-10 Scale



### Wong-Baker FACES Pain Rating Scale





# Patient Rights and Responsibilities

As a patient, you have the right to respectful and considerate care. In addition, there are specific rights and responsibilities you have during your hospital stay.

## **You Have the Right to:**

- Confidential Medical Treatment
- You may request a copy of Summit Healthcare's privacy practice notice.
- Your health records stay private, and only the minimally necessary information may be used or disclosed in the management of your care as authorized by law or to those responsible for paying all or part of your bill.
- All communications initiated by Summit Healthcare are confidential.
- You may review and request copies of your medical record and request that debatable information be amended.
- You may request an explanation for the release of any information regarding your care.
- You may request that any communications delivered by Summit Healthcare be delivered by alternative means or to an alternate location.

## **Be Actively Involved in Your Care**

- You may request your choice of spiritual care.
- You can expect reasonable access to care in a safe setting.
- You can expect considerate and respectful care without discrimination regardless of culture, race, language, religion, color, sex, age or disability.
- You can make decisions about your care before and during your stay, to refuse a recommended treatment to the extent permitted by law, and to be informed of the medical consequences of your refusal. If you refuse care or treatment, you are entitled to other appropriate care and services that Summit Healthcare provides (or can arrange) or transfer to another hospital.
- You can expect your doctor to give you complete and current information about your diagnosis, treatment and prognosis in terms you can understand.

**Also, you have the right to be informed of the outcome of care, including unexpected outcomes.**

- You can expect to know the names and titles of those caring for you, including those in “supervised training.”
- You can expect complete explanations including risks, regarding any ordered procedures, care and treatments so that you may give informed consent (permission for care, treatment and procedures).
- You may also designate a substitute decision-maker in the event that you may not be capable of giving an informed consent.
- You can expect privacy and dignity during discussions regarding your situation, examination and treatment. Those not directly involved in your care must have your permission to be present.
- You can expect that Summit Healthcare will provide care within its capability. If your medical needs exceed the capability of the hospital, the hospital coordinates the transfer of your care to a medical care provider who has the capability to manage your care.
- You can communicate with family members and significant others.
- You have the right to have visitors and telephone calls unless otherwise prohibited by policy.
- If you do not speak English, you can have access to an interpreter whenever possible.
- Restraints are used only if required to protect your personal safety or the safety of others.
- You can have your pain assessed and managed.
- You can expect to be informed of a plan for follow-up and ongoing care needs after discharge, including knowledge of any follow-up appointments and alternative doctors or providers who are available to provide the service.
- You can participate in discussions about any ethical issues that may affect your care. This includes issues of conflict resolution, withholding of lifesaving services, and forgoing or withdrawing of lifesaving procedures.
- You may request a copy of the procedures we use to protect your property from theft or loss.
- With evidence, you may request protective services in order to report situations of neglect, abuse or exploitation of a child or adult.

## Know the Complaint Process

- You may voice complaints without fear about the care you receive and have those complaints reviewed and resolved when possible.
- You may access any federal or state regulatory agency about your care. You also have the right to file a complaint regarding your care and to be informed of the complaint process, including the name and address of the proper agency.
  - AZ Department of Health Services: 602-364-3030
  - HSAG (Health Services Advisory Group): 602-264-6382
  - Summit Healthcare Administration: 928-537-6556
  - Summit Patient Advocate: 928-537-6746

## Your Responsibilities

- Give your physician and the staff complete and accurate information about your condition and care, including past illness and hospitalization, medications (including vitamins and herbals) and other matters related to your health status.
- Request additional information or additional explanation(s) about your health status or treatment when you do not fully understand information and instructions.
- Follow your physician's orders and instructions as well as the staff's instructions for your care. Inform your physician and the staff if you anticipate any difficulties in following the prescribed treatment.
- Accept responsibility for refusing treatment or not following your physician's recommendations. Ask your physician about the risks and consequences for refusal prior to making decisions.
- Review your Living Will or Durable Power of Attorney for Healthcare, if you have one, with your physician and the person you have selected to represent you. If you change either document, you have the responsibility to bring an updated copy to be placed in your medical record. If you do not bring a copy or your copy is unavailable, you may be requested to consider making a new one for your current hospitalization.
- Be considerate of other patients' needs for privacy and quiet.
- Consider other patients when using the telephone, radio or television.
- Observe the tobacco free policy.

- Communicate your personal, physical, emotional and spiritual needs to the staff. Let the staff know when you have pain so they can assist with helping to manage your pain to the best level possible.
- Supply insurance information and pay your bill promptly so that we may continue to serve you and the community effectively.
- Follow Summit Healthcare rules and regulations.
- Speak up and inform a healthcare worker about anything you feel is unsafe.
- Speak up if you feel you are about to be given the wrong medication or treatment. Speak up if the environment is not safe. For example, if there is a spill on the floor, tell someone.

## **Our Privacy Practices**

Summit Healthcare is committed to protecting your medical information. Our privacy practices are described in the Summit Healthcare Notice of Privacy Practices. The Notice of Privacy Practices explains how this obligation will be followed by all healthcare professionals, trainees, students, staff, volunteers and business associates of Summit Healthcare. If you have a patient privacy concern, please call Summit Healthcare's Corporate Compliance Officer at 928- 537-6510.

We want to encourage you, as a patient at Summit Healthcare Regional Medical Center, to communicate openly with your healthcare team, participate in your treatment choices and promote your own safety by being well informed and actively involved in your care. Because we want you to think of yourself as a partner in your care, we want you to know your rights as well as your responsibilities during your stay at our hospital. We invite you and your family to join us as active members of your care team.

# Advance Directives

Advance Directives are documents you create to describe the extent of medical treatment you do—or do not—want to receive if you are unable to communicate your wishes. We recommend that you discuss Advance Directives with your spouse, other family members, doctors, nurses and clerics while you are alert and feeling well. You have the right to make an Advance Directive, such as a living will or durable power of attorney for healthcare, and to appoint someone to make healthcare decisions for you if you are unable.

Bring any Advance Directives with you. A medical center representative will give you information on Advance Directives at the time of your admission. If you choose to complete a Directive, we have forms for your use.

Our Social Workers are available to answer questions and assist you at extension 6364 or 928-537-6364.

*Your Advance Directive is kept in your medical record. Be sure to provide the hospital with any updates to your Advance Directive.*

For more information about Advance Directives or to obtain forms, please call extension 6364.



## What To Know at Time of Discharge

When it's time to be released from the hospital, your physician will authorize a hospital discharge. This doesn't necessarily mean that you are completely well—it only means that you no longer need hospital services. If you disagree, you or your caregiver can appeal the decision (see "If You Disagree," right).

On the other hand, you may be pleased to learn that your doctor has approved your discharge. But before you can leave the hospital, there are several things that you or your caregiver must attend to.

The first step is to know who will be involved in your discharge process. This starts with the hospital's discharge planner, who may be a nurse, social worker, or administrator, or may have some other title. You and your caregiver should meet this person relatively early in your hospital stay; if not, find out who this person is and be sure to meet with them well before your expected discharge date.

### If You Disagree

You or a relative can appeal your doctor's discharge decision. If you are a Medicare patient, be sure you are given "An Important Message from Medicare" from a Hospital Representative. For questions or concerns please ask to speak to a Hospital Representative.

## Preparing to leave the hospital:

When your doctor feels that you are ready to leave the hospital he or she will authorize a hospital discharge.

- Be sure you and/or your caregiver have spoken with a discharge planner and that you understand what services you may need after leaving the hospital.
- Verify your discharge date and time with your nurse or doctor.
- Have someone available to pick you up.
- Check your room, bathroom, closet and bedside table carefully for any personal items.
- Retrieve any valuables you have stored in the hospital safe.
- Make sure you or your caregiver has all necessary paperwork for billing, referrals, prescriptions, etc.
- If you had blood work or other tests done, be sure you know the results before you are discharged.

## When You Are Discharged

Your physician determines when you are ready to be discharged. Your physician and nurse will give you discharge instructions and answer any questions you have about managing your treatment and medications once you are home. If you are confused or unsure about what you need to do, what medications you must take or if you have to restrict your diet or activities, don't be afraid to ask and take notes. Be sure you understand any instructions you have been given before you leave the hospital.

**1. Discharge Instructions.** This is an overview of why you were in the hospital and follow up instructions including which healthcare professionals to see following hospitalization and what medications were prescribed.

They also tell you:

- what, if any, dietary restrictions you need to follow and for how long
- what kinds of activities you can and can't do, and for how long
- how to properly care for any injury or incisions you may have
- what follow-up tests you may need and when you need to schedule them
- Medications you are taking, why, in what dosage, and who prescribed them. Having a list prepared by the hospital is a good way to double-check the information you should already have been keeping track of.
- A prescription for any medications you need. Be sure to fill your

prescriptions promptly, so you don't run out of needed medications.

- when you need to see your physician any other home-care instructions for your caregiver, such as how to get you in and out of bed, how to use and monitor any equipment, and what signs and symptoms to watch out for
- telephone numbers to call if you or your caregiver has any questions pertaining to your after-hospital care.

**2. Other services.** When you leave the hospital, you may need to spend time in a rehabilitation facility, nursing home, or other institution. Or you may need to schedule tests at an imaging center, have treatments at a cancer center, or have in-home therapy. Be sure to speak with your nurse or physician to get all the details you need before you leave.

**3. Community resources.** You and your caregiver may feel unprepared for what will happen after your discharge. Make sure your discharge planner provides you with information about local resources, such as agencies that can provide services like transportation, equipment, home care, and respite care.

## Billing & Insurance

### What a Hospital Bill Covers

You can expect to receive your Hospital bill within 10 working days of discharge in most circumstances. The hospital bill covers the cost of your room, meals, 24- hour nursing care, laboratory work, tests, medication, and therapy. You will receive a separate bill from your physicians for their professional services, including emergency department, radiology and anesthesia. If you have questions about these separate bills, please call the number printed on each statement. You may request information regarding the charges for services that are being provided to you, including an itemized copy of your bill and an explanation regarding the charges. An itemized copy of your bill will only be sent if requested.

You should remember that your policy is a contract between you and your insurance company and that you have the final responsibility for payment of your hospital bill.

You may request an explanation regarding payment made by your insurance company by contacting the Business Office at 537-6918.



**Pre-Certification (Pre-Authorization)**

Most insurance plans now require pre-certification for hospital stays and certain tests and procedures in order for you to be eligible for full policy benefits. It is your responsibility to see that this is completed. This information can be found on your insurance card. If you are unsure of your pre-certification requirements, we recommend that you contact your insurance company as soon as possible.

**Coordination of Benefits (COB)**

Coordination of Benefits, referred to as COB, is a term used by insurance companies when you are covered under two or more insurance policies. This can occur when you are involved in a motor vehicle accident and have medical insurance and automobile insurance. Most insurance companies have COB provisions that determine who is the primary payer when medical expenses are incurred. This prevents duplicate payments. COB priority must be identified at admission in order to comply with insurance guidelines. Your insurance may request a completed COB form before paying a claim and every attempt will be made to notify you if this occurs. The hospital cannot provide this information to your insurance company. You must resolve this issue with your insurance carrier in order for the claim to be paid.

**Uninsured**

If you are in need of assistance with your hospital bill, call Financial Social Services at extension 6352 or 928-537-6352/6590.

**Commercial Insurance**

As a service to our customers, we will forward a claim to your commercial insurance carrier based on the information you provide at the time of registration.

It is very important for you to provide all related information such as policy number, group number and the correct mailing address for your insurance company.

**Financial Assistance**

AHCCCS (Arizona Health Care Cost Containment System) is a state program to assist persons with medical expenses. The Patient Registrar may ask if you wish to apply for AHCCCS. If so, we will call the Adreima Eligibility Specialist. They will assist you in completing the AHCCCS application. They will review the list of verifications and submit completed application to the local office for processing. It is important to provide verifications within 10-days; income

for the last 30-days, residency statement, birth certificate, social security, bank statements, vehicle registration, and assets.

AHCCCS has 45-days to make a decision. It is not necessary to have an interview when applying for medical assistance, unless AHCCCS needs further clarification of verifications provided/or request additional information. If you wait until you are discharged from the hospital, it may be too late for AHCCCS coverage of your current hospital bill.

## **Cashier**

The cashier is located within the main admitting office, at the entrance of the hospital. The cashiers accept payment for hospital services in the form of cash, personal checks, traveler's checks, money orders and most types of credit cards.

## **Medicare**

We will need a copy of your Medicare card to verify eligibility and to process your claim. You should be aware that the Medicare program specifically excludes payment for certain items and services, such as cosmetic surgery, some oral surgery procedures, personal comfort items, hearing evaluations and others. Deductibles and co-payments are the patient's responsibility.

## **Medicaid**

We will need a copy of your Medicaid card. Medicaid has payment limitations on a number of services and items.

# For the Caregiver

## Your role as a patient advocate

While your loved one is in the hospital, who will speak up for him or her? You can, by being the patient's advocate—the person who will help the patient work with doctors, nurses and hospital staff. To help your loved one make the best decisions about their care and treatment, follow the advice in the Caregiver list below.

While you are making sure that your loved one's needs are being met, don't neglect your own. Caregiving is a stressful and time-consuming job. You may neglect your diet, your normal exercise routine, and your sleep needs. You may find that you have little or no time to spend with friends, to relax, or to just be by yourself for a while. But down time is important. Don't be reluctant to ask for help in caring for your loved one. Take advantage of friends' offers to help and look into local adult daycare programs. Find out more about how you can ease the stress of caregiving at [www.caregiver.org](http://www.caregiver.org).

## CAREGIVER LIST

### Caregiver

Know what condition your loved one is being treated for.

### Patient's Rights

Know your patient's rights and responsibilities (See page 16).

### Advance Directives

Know whether or not your loved one has an advance directive and if so, what it specifies. (See page 20).

### Ask Questions

If your loved one is too ill or reluctant to ask questions, make note of their concerns and any you may have and don't be afraid to speak up (see Speak Up! on page 10).

### Help Track Medications

Your loved one may be prescribed medications while in the hospital and may be seen by several doctors. Keep track of it all with a small notebook.

### What's Next?

Will your loved one need home care or care at another facility? Ask to speak with a case manager to find out what your options are.

# Serenity Spa

Massage therapy has long been known to improve mental and physical relaxation, reduce stress and help promote physical healing. You can experience the benefits of massage therapy at Summit Healthcare with our professional licensed staff. Call 928-537-6985 to schedule an appointment.



## Social Services and Case Management

During your stay at Summit Healthcare Regional Medical Center, a Patient Care Coordinator in our Case Management department will work with you, your family and your doctor to assure that you receive continuing medical care, if necessary, after discharge. Social Services assists with psychosocial issues that affect your medical condition.

Your Patient Care Coordinator provides discharge planning to assure a smooth transition from the hospital into your home environment. Our goal is to connect you with appropriate state and community resources, if needed.

### **Community services available include:**

- Nursing homes
- Supervisory care homes (housing and assistance with meals, medications, etc.)
- Respite care (allows family members to take care of their needs)
- Rehabilitation programs for physical therapy, plus cardiac and pulmonary rehab
- Home Health nursing
- Meals-On-Wheels
- Respiratory home care (oxygen/nebulizer)
- Veterans' Administration services
- Financial assistance, insurance programs
- Mental health, alcohol and drug abuse counseling
- Social Security, disability and Medicare assistance
- Home medical equipment (walkers, wheel chairs, commodes, hospital beds)

- Conservatorship/guardianship
- Domestic violence shelters
- HIV/AIDS resources
- Second-hand and food pantry stores
- Protective services for children and vulnerable adults
- Transportation services
- Hospice and palliative care services
- Occupational health (drug/health screening)
- Emergency services (housing, food, clothing, energy source)

If you would like more information on any of these programs, or have additional needs, call Case Management at extension 6514 or 928-537-6514, Social Services at extension 6364 or 928-537- 6364, or notify your Patient Care Coordinator.

## Caregiver Resources

[www.aoa.gov](http://www.aoa.gov)

Caregiver resources from the Administration on Aging

[www.caregiving.com](http://www.caregiving.com)

Online support groups and articles on caregiving

**Children of Aging Parents**

800-227-7294

[www.caps4caregivers.org](http://www.caps4caregivers.org)

### **Information, referrals and support for caregivers of the elderly and chronically ill**

**Eldercare Locator**

800-677-1116

[www.eldercare.gov](http://www.eldercare.gov)

Help with locating aging services throughout the U.S.

**800-MEDICARE**

[www.medicare.gov](http://www.medicare.gov)

Official U.S. government site for people with Medicare

## **National Alliance for Caregiving**

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

Support for family caregivers and the professionals who serve them

## **National Family Caregivers Association**

800-896-3650

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

Support for caregivers of chronically ill, aged or disabled loved ones

## **Giving Back**

Summit Healthcare Regional Medical Center is committed to providing quality healthcare regardless of the patient's ability to pay. You can help us help others by making a contribution to Summit Healthcare Foundation. Your gift will also help us enhance our services, programs and facilities to better care for our community. Tax-deductible gifts can be made in the form of cash, check, credit card or stocks. You may also remember Summit Healthcare in your will and through life insurance, among other gift options.

For more information, contact the Chief Marketing and Development Officer, at 928-537-6829.

## **Volunteer**

Summit has many volunteers who donate their time and talent to enhance your stay. Volunteers are available in departments throughout the hospital. Many of them enjoy visiting, reading aloud, writing, playing games and talking. Volunteers also extend their services by sitting with family members and running errands. To learn more, call the Volunteer Services Department, at 928-537-6527.

## **Organ and Tissue Donation**

Organ and tissue donations provide new hope to seriously ill or injured persons. Summit Healthcare Regional Medical Center participates with The Donor Network to manage organ and tissue donations. If you already have a donor card, it is important that your family is fully informed of your wishes. For more information on donations, call 800-94-DONOR.

# Are you a Hospital Inpatient or Outpatient?

Did you know that even if you stay in the hospital overnight, you might still be considered an “outpatient?” Your hospital status, whether you are an “inpatient” or “outpatient,” is primarily determined by your insurance plan or Medicare.

Your insurance company’s rules, deductible and co-payments may be different for inpatient and outpatient status. This may affect how much you pay for hospital services such as lab tests, medications and X-rays.

It is important that you know if you are an inpatient or outpatient during your hospitalization, so please ask our staff. If you have benefit, insurance or financial questions, we can be reached at the following numbers:

<b>Patient Financial Counseling</b>	928-537-6352 / 6590
<b>Insurance Representative</b>	928-537-6929 / 6953 / 6951 928-537-6344 / 6517 Weekends
<b>AHCCCS Specialists</b>	928-537-6970 / 7558
<b>Business Office (billing)</b>	928-537-6911

## Understanding Your Health Conditions

Your physician has admitted you to Summit Healthcare Regional Medical Center because your condition requires treatment. We would like to offer you information about this condition so that you may participate in the plan for your care as much as possible. You and your family are the most important members of our care team. Your participation is essential in recovering from your health condition.

You and your family deserve to understand what treatments, tests, and procedures are being done. Feel free to ask any question you might have, of your physician, nurses, or any of the many care givers you will see during your stay. When an appropriate professional visits, you will get your question(s) answered. You may receive written materials, view videos, or have visits by members of many departments in the hospital including Respiratory Therapy, Dietary, Laboratory, Radiology, Social Services, Pharmacy and Physical Therapy.

Please let us help you understand your condition so you will be able to obtain the best state of health possible.

*Health Education Promotes Healthy Lives!*

# My Medications

Keep track of all medications you are prescribed while in the hospital. When you get home add all other medications, including over-the-counter, vitamins and herbs to the list. Update your list as needed.

Medication Name: \_\_\_\_\_  
(include brand and generic names)

Dose: Take \_\_\_\_\_ times per day at

Time of day you will take medication:

- ☐ 12-1 a.m.
- ☐ 2-3 a.m.
- ☐ 4-5 a.m.
- ☐ 6-7 a.m.
- ☐ 8-9 a.m.
- ☐ 10-11 a.m.
- ☐ 12-1 p.m.
- ☐ 2-3 p.m.
- ☐ 4-5 p.m.
- ☐ 6-7 p.m.
- ☐ 8-9 p.m.
- ☐ 10-11 p.m.

Reason for taking: \_\_\_\_\_

Prescribed by: \_\_\_\_\_ Date started: \_\_\_\_\_

Pharmacy name and number: \_\_\_\_\_

Medication Name: \_\_\_\_\_  
(include brand and generic names)

Dose: Take \_\_\_\_\_ times per day at

Time of day you will take medication:

- ☐ 12-1 a.m.
- ☐ 2-3 a.m.
- ☐ 4-5 a.m.
- ☐ 6-7 a.m.
- ☐ 8-9 a.m.
- ☐ 10-11 a.m.
- ☐ 12-1 p.m.
- ☐ 2-3 p.m.
- ☐ 4-5 p.m.
- ☐ 6-7 p.m.
- ☐ 8-9 p.m.
- ☐ 10-11 p.m.

Reason for taking: \_\_\_\_\_

Prescribed by: \_\_\_\_\_ Date started: \_\_\_\_\_

Pharmacy name and number: \_\_\_\_\_



Medication Name: \_\_\_\_\_

*(include brand and generic names)*

Dose: Take \_\_\_\_\_ times per day at

Time of day you will take medication:

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| <input type="checkbox"/> 4-5 p.m.  | <input type="checkbox"/> 6-7 p.m.   | <input type="checkbox"/> 8-9 p.m.  | <input type="checkbox"/> 10-11 p.m. |

Reason for taking: \_\_\_\_\_

Prescribed by: \_\_\_\_\_ Date started: \_\_\_\_\_

Pharmacy name and number: \_\_\_\_\_

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Medication Name: \_\_\_\_\_

*(include brand and generic names)*

Dose: Take \_\_\_\_\_ times per day at

Time of day you will take medication:

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*(include brand and generic names)*

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Pharmacy name and number: \_\_\_\_\_

Medication Name: \_\_\_\_\_

*(include brand and generic names)*

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| <input type="checkbox"/> 8-9 a.m.  | <input type="checkbox"/> 10-11 a.m. | <input type="checkbox"/> 12-1 p.m. | <input type="checkbox"/> 2-3 p.m.   |
| <input type="checkbox"/> 4-5 p.m.  | <input type="checkbox"/> 6-7 p.m.   | <input type="checkbox"/> 8-9 p.m.  | <input type="checkbox"/> 10-11 p.m. |

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Pharmacy name and number: \_\_\_\_\_

Medication Name: \_\_\_\_\_

*(include brand and generic names)*

Dose: Take \_\_\_\_\_ times per day at

Time of day you will take medication:

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| <input type="checkbox"/> 12-1 a.m. | <input type="checkbox"/> 2-3 a.m.   | <input type="checkbox"/> 4-5 a.m.  | <input type="checkbox"/> 6-7 a.m.   |
| <input type="checkbox"/> 8-9 a.m.  | <input type="checkbox"/> 10-11 a.m. | <input type="checkbox"/> 12-1 p.m. | <input type="checkbox"/> 2-3 p.m.   |
| <input type="checkbox"/> 4-5 p.m.  | <input type="checkbox"/> 6-7 p.m.   | <input type="checkbox"/> 8-9 p.m.  | <input type="checkbox"/> 10-11 p.m. |

Reason for taking: \_\_\_\_\_

Prescribed by: \_\_\_\_\_ Date started: \_\_\_\_\_

Pharmacy name and number: \_\_\_\_\_

Medication Name: \_\_\_\_\_  
(include brand and generic names)

Dose: Take \_\_\_\_\_ times per day at

Time of day you will take medication:

- |                                    |                                     |                                    |                                     |
|------------------------------------|-------------------------------------|------------------------------------|-------------------------------------|
| <input type="checkbox"/> 12-1 a.m. | <input type="checkbox"/> 2-3 a.m.   | <input type="checkbox"/> 4-5 a.m.  | <input type="checkbox"/> 6-7 a.m.   |
| <input type="checkbox"/> 8-9 a.m.  | <input type="checkbox"/> 10-11 a.m. | <input type="checkbox"/> 12-1 p.m. | <input type="checkbox"/> 2-3 p.m.   |
| <input type="checkbox"/> 4-5 p.m.  | <input type="checkbox"/> 6-7 p.m.   | <input type="checkbox"/> 8-9 p.m.  | <input type="checkbox"/> 10-11 p.m. |

Reason for taking: \_\_\_\_\_

Prescribed by: \_\_\_\_\_ Date started: \_\_\_\_\_

Pharmacy name and number: \_\_\_\_\_

Medication Name: \_\_\_\_\_  
(include brand and generic names)

Dose: Take \_\_\_\_\_ times per day at

Time of day you will take medication:

- |                                    |                                     |                                    |                                     |
|------------------------------------|-------------------------------------|------------------------------------|-------------------------------------|
| <input type="checkbox"/> 12-1 a.m. | <input type="checkbox"/> 2-3 a.m.   | <input type="checkbox"/> 4-5 a.m.  | <input type="checkbox"/> 6-7 a.m.   |
| <input type="checkbox"/> 8-9 a.m.  | <input type="checkbox"/> 10-11 a.m. | <input type="checkbox"/> 12-1 p.m. | <input type="checkbox"/> 2-3 p.m.   |
| <input type="checkbox"/> 4-5 p.m.  | <input type="checkbox"/> 6-7 p.m.   | <input type="checkbox"/> 8-9 p.m.  | <input type="checkbox"/> 10-11 p.m. |

Reason for taking: \_\_\_\_\_

Prescribed by: \_\_\_\_\_ Date started: \_\_\_\_\_

Pharmacy name and number: \_\_\_\_\_

Medication Name: \_\_\_\_\_  
(include brand and generic names)

Dose: Take \_\_\_\_\_ times per day at

Time of day you will take medication:

- |                                    |                                     |                                    |                                     |
|------------------------------------|-------------------------------------|------------------------------------|-------------------------------------|
| <input type="checkbox"/> 12-1 a.m. | <input type="checkbox"/> 2-3 a.m.   | <input type="checkbox"/> 4-5 a.m.  | <input type="checkbox"/> 6-7 a.m.   |
| <input type="checkbox"/> 8-9 a.m.  | <input type="checkbox"/> 10-11 a.m. | <input type="checkbox"/> 12-1 p.m. | <input type="checkbox"/> 2-3 p.m.   |
| <input type="checkbox"/> 4-5 p.m.  | <input type="checkbox"/> 6-7 p.m.   | <input type="checkbox"/> 8-9 p.m.  | <input type="checkbox"/> 10-11 p.m. |

Reason for taking: \_\_\_\_\_

Prescribed by: \_\_\_\_\_ Date started: \_\_\_\_\_

Pharmacy name and number: \_\_\_\_\_

# Telephone Directory

MAIN NUMBER / PATIENT  
INFORMATION. . . . . 928-537-4375  
SOCIAL SERVICES. . . . 928-537-6364  
FINANCIAL  
COUNSELING. . . 928-537-6352/6590  
GIFT SHOP. . . . . 928-537-6214  
CAFETERIA. . . . . 928-537-7500

Administration . . . . . 928-537-6556  
Adreima AHCCCS  
Specialist . . . . . 928-537-6970/7558  
Cardiac Cath Lab . . . . 928-537-6947  
Cardiac Rehab . . . . . 928-537-6336  
Café . . . . . 928-537-6216  
Cardiopulmonary . . . . 928-537-6303  
Care Resource . . . . . 928-537-6514  
Chemotherapy . . . . . 928-537-6993  
Diagnostic Imaging/  
Radiology . . . . . 928-537-6923  
Dietary . . . . . 928-537-6311  
Emergency Dept. . . . . 928-537-6559  
Home Health . . . . . 928-537-6900  
Human Resources . . . . 928-537-6520  
Job Line . . . . . 928-537-6334  
ICU . . . . . 928-537-6323  
IV Therapy . . . . . 928-537-6363

Laboratory . . . . . 928-537-6341  
Mammography . . . . . 928-537-6589  
Marketing . . . . . 928-537-6829  
Med/Surg 1 . . . . . 928-537-6350  
Med/Surg 2 . . . . . 928-537-6365  
Medical Records . . . . 928-537-6326  
OB Labor and Delivery 928-537-6355  
OB Couplet Care . . . . 928-537-6710  
Oncology . . . . . 928-537-6937  
Pacemaker Clinic . . . . 928-537-6901  
Patient Advocate . . . . 928-537-6746  
Physical Therapy . . . . 928-537-6537  
Plant Services . . . . . 928-537-6397  
Safety/Security . . . . . 928-537-6583  
Scheduling . . . . . 928-537-6554  
Social Services . . . . . 928-537-6364  
Surgery . . . . . 928-537-6358

## **Calling a department within the hospital?**

Dial the last four (4) digits of the  
number.

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Show Low, AZ 85901  
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