

# PATIENT SERVICES

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SMITH COUNTY  
MEMORIAL HOSPITAL

# MESSAGE FROM THE CEO

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Welcome to Smith County Memorial Hospital. While you're here, we hope you find comfort from our staff.

SCMH is a critical access hospital with an attached rural health clinic in the heart of North Central Kansas. Quality medical care has been a part of our community for nearly 100 years and we take pride in our rich history of medical providers, nursing staff and support staff. We are privileged to employ qualified, community-minded leaders.

Our medical staff enjoys calling Smith County home and makes it a priority to serve patients' needs first. At SCMH you will find our staff treats each patient as a friend and neighbor helping you receive the best care and offering resources for support beyond your hospital stay.

Within this booklet, you'll find important information about your stay, the billing and payment process, guest services and dismissal. You may want to keep paperwork from your hospital stay in this folder to help assist you and your family with future clinic and hospital visits.

Thank you for trusting Smith County Memorial Hospital with your care.



Allen Van Driel  
CEO

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## WHAT TO BRING

- ☐ Bring an **accurate list of all medications**, the reason for taking, dosing schedule and the name of the pharmacy where your medication is filled. Keep this record with you at all times. If there isn't time to make a list, you may have a family member bring your medications in their original containers. You will be asked to have a family member take your medications home directly after being reviewed by a physician or nurse.
- ☐ In some instances, you may be specifically asked to bring your **inhaler, medications for diabetes management, CPAP machine, etc.**
- ☐ A **list of allergies** and detailed information about previous reactions.
- ☐ **Toiletries and select personal items.** Personal toiletry items include toothbrush, toothpaste, razor, lotion, facial tissue, lip balm, etc. Upon request, the nurses' station may also provide shampoo, a toothbrush, toothpaste, a comb, facial tissue, lotion, lip balm, non-slip socks, a water pitcher, gait belt and O<sub>2</sub> supplies.
- ☐ Bring your **insurance card(s), Medicare/Medicaid cards; driver's license** or other photo ID.
- ☐ A copy of your **Advance Directive** or Transportable Physician Orders for Patient Preferences (TPOPP).
- ☐ You may bring **pajamas or nightgown**, (a hospital gown will be provided) a robe and non-slip footwear.
- ☐ **Eyeglasses, contacts, dentures, hearing aids and prosthetic devices.**
- ☐ You may wish to bring a **cell phone and charger, an e-reader, a laptop or other electronic devices.**

## VISITING HOURS

Hospital visiting hours are from 10 a.m. to 8:30 p.m. daily. Please let a nurse or provider know if you expect to have visitors beyond the posted times.

## PARKING

Visitors and patients may park in the south parking lot outside of the main entrance to the hospital. Entry doors are locked at 8:30 p.m. If you need assistance after 8:30 p.m., enter through the southeast emergency room entrance after pressing the button for admittance. There are handicap spaces located by the main entrance with wheelchairs available for your convenience.

## HOSPITAL ADMISSIONS

Upon arrival to Smith County Memorial Hospital, unless otherwise instructed, report to Registration. (Located in the main lobby of the hospital facility.) A representative will ask you for necessary information (Medicare/Medicaid and insurance card(s); driver's license or photo ID) to complete your medical record and make financial arrangements. In the absence of providing all necessary Medicare, Medicaid, insurance policy information and verification of coverage, you will be responsible for payment of your account. Please be assured all information will be handled with confidentiality. Your room assignment will be determined by the type of medical treatment and room availability.

## LEVELS OF CARE

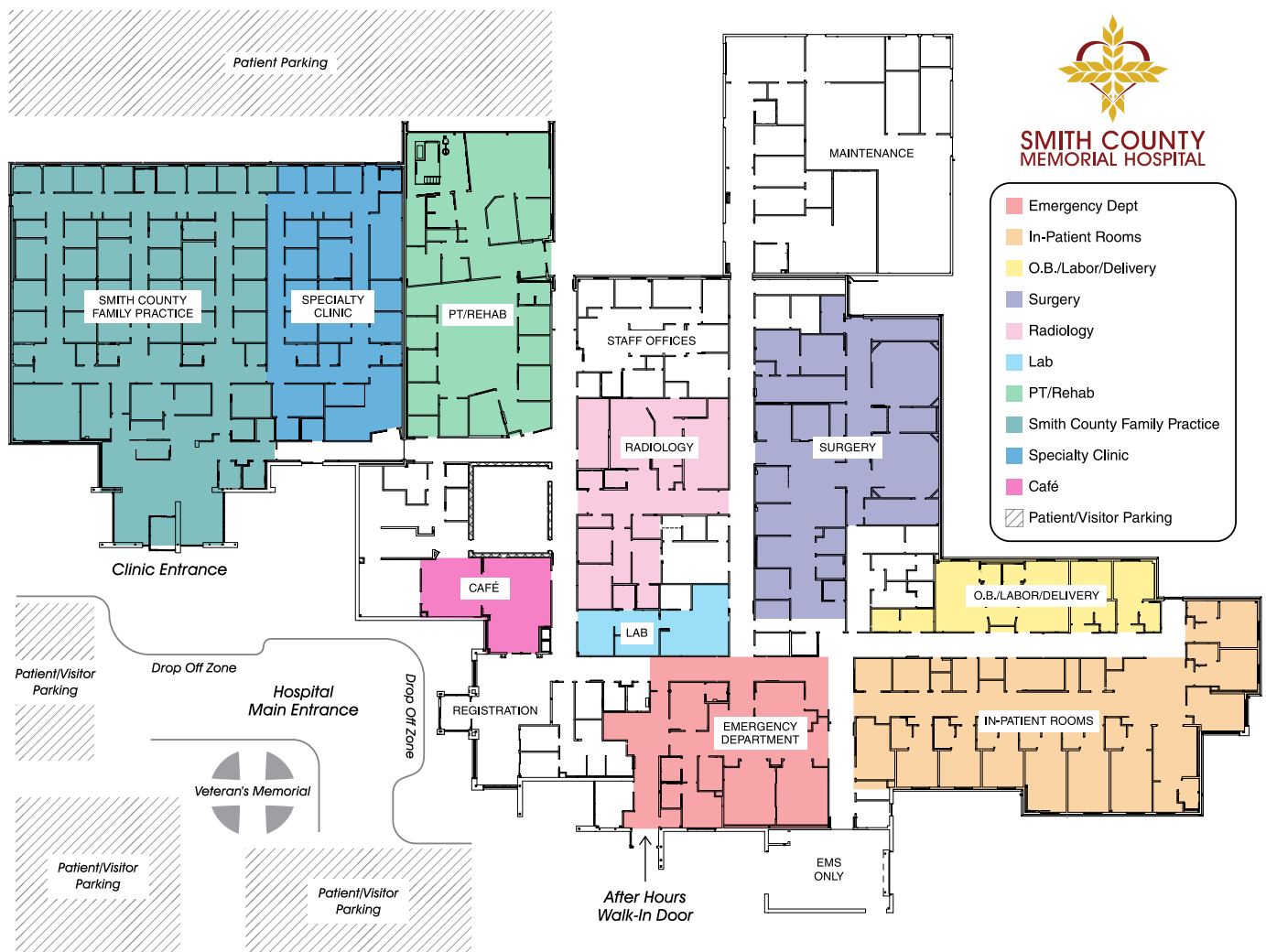
SCMH offers several levels of care. Your level of care may determine your room assignment and/or services you will receive.

**Acute Care** is short term treatment of a severe injury or episode of illness. The goal of this level is to discharge patients as soon as healthy and stable.

**Skilled Swingbed** is available for Medicare patients who require longer treatment of a skilled need. These are typically patients that no longer are acute, but not quite ready to go home. There must be a qualifying stay of at least three midnights in acute care prior to admission in swingbed.

**INF** (Intermediate) care is provided for chronically ill or disabled individuals in which room and board are paid for privately. This type of care is usually provided after a patient's insurance has run out and the cost of the care is the patient's responsibility.

**Observation** is a level of outpatient service that is considered for any patient who requires continued care but does not meet inpatient admission criteria, or any patient that is expected to improve with treatment over the next 24 to 48 hours and for whom inpatient admission is not required.





## BILLING

### Receiving Urgent Care Regardless of Your Ability to Pay

Any patient seeking care will be examined and treated for emergency medical conditions regardless of their ability to pay. We operate in accordance with all federal and state requirements for the provision of health care services, including screening and transfer requirements under the Federal Emergency Medical Treatment and Active Labor Act (EMTALA).

### Financial Assistance and Payment Planning

Our staff understands how deeply medical bills can impact personal finances. We want to help create a positive outcome for our patients and their families. Payment plans may be set up based on a review of patients' balance due. Please visit with our billing office at **785.282.6845 ext. 4002** to discuss payment planning.

Patients with balances due, resulting from limited or no coverage, may qualify for financial assistance for a full discount of charges. The hospital uses income guidelines issued by the Department of Housing and Urban Development to determine a patient's eligibility. Income, family size, available resources and the likelihood of future earnings are also considered. Our financial assistance program requires you to complete an application and provide proof of income. This program is available for medically necessary health care only. For an application, please call **785.282.6845 ext. 4002**.

### Paying Your Bill

Our facility accepts checks, cash, credit card, debit card or money orders. Our billing office can be accessed through either the hospital or clinic front entrance. You may call **785.282.6845 ext. 4002** for billing payment and financial questions.



Payments may be delivered to the front desk at the hospital entrance, the clinic entrance, or they can be mailed to **PO Box 349, Smith Center, KS 66967**.

### How Medicare Determines Inpatient or Outpatient Status

Your hospital status (inpatient or outpatient) affects how much you pay for hospital services and Medicare coverage for skilled nursing care. Inpatient admission begins the day you're admitted to the hospital with an admittance order from your doctor. Your last inpatient day is the day before you are discharged. If your doctor hasn't written a formal admittance order, you are considered an outpatient while receiving emergency department services, observation services, lab tests or X-rays, even if you stay overnight in the hospital.

## Billing Your Coverage Provider(s)

### BILLING



**785.282.6845**  
**EXT. 4002**

**Private Insurance:** The hospital will bill your insurance carrier shortly after your visit. After insurance has paid their portion, you should receive final payment information, which could include statements, letters and phone calls.

**Workers' Compensation:** When your health care service is the result of a work-related injury and your employer/carrier accepts responsibility, we will bill your employer/carrier. If we do not receive timely payment, we may ask you to contact your employer/carrier. If your employer/carrier denies your claim, we will bill you directly.

**Third-Party Liability:** If you have been injured in some manner (automobile accident, fall, etc.) another party may have some legal responsibility for your injuries. Although this matter is between you, your attorney and the party responsible, we will bill the liability insurance on your behalf. If you are a Medicare or Medicaid beneficiary, health care laws require that we bill the liability insurance first, then Medicare or Medicaid. In the event that the liability insurance denies your claim, we will bill you or your coverage provider. Please note, if you are insured with Blue Cross Blue Shield, we are required to bill them first, even if the services provided are a result of an accident or illness caused by a third party.

**Medicaid:** We will bill Medicaid when all necessary information has been provided, including your "Share of Cost" form, if needed.

**Medicare:** We will bill Medicare and your supplemental or private insurance plans on your behalf. You are always responsible for any applicable deductibles, co-payments or other amounts not paid by Medicare. Please see your "Medicare & You" handbook for more details regarding non-covered items and services. For questions regarding Medicare coverage and benefits, please call **1.800.MEDICARE** or visit **[www.medicare.gov](http://www.medicare.gov)**.

## How Medicare Covers Self-Administered Drugs Given in Hospital Outpatient Settings

Medicare Part B generally covers outpatient hospital care received in the emergency department, observation unit, surgery center or pain clinic. However, Part B only covers certain drugs in these outpatient hospital settings, like drugs given through an IV (intravenous infusion).

Sometimes outpatients need self-administered drugs (drugs you normally take on your own) while in the hospital. These drugs, unless required for the outpatient services being given, are not covered by Medicare Part B. In which case, the hospital may bill you for the drugs and require you to pay out-of-pocket.



## **YOUR HOSPITAL ROOM**

### **Making Telephone Calls**

Telephones are provided in each patient room. To make local calls, dial “9” first, then the area code + phone number. To make long-distance calls, dial “9” first, and then you must dial a “1” before the area code + phone number.

### **Receiving Telephone Calls**

Outside callers can reach any room by dialing **785.282.3742**. Ask the operator for the room number or dial the four-digit extension provided by the nursing staff. The four-digit extension can be found on your patient services card.

### **Room Temperature**

If your room temperature is not comfortable, please inform your nurse.

### **Patient Meals**

Nutritious meals are prepared according to your doctor’s orders and are delivered to your room at traditional meal times. Specific requests can be made when the dietician visits your room.

### **Visitor Meals**

Guest meals are available for room delivery. Guests may place orders for food from the daily café menu with the dietitian during pre-meal visits. A donation of \$5 per delivered meal is recommended and can be given to the cafe attendant.

Guests may also eat at the hospital café during public hours and enjoy the daily special or salad and soup bar. The café accepts cash, credit card, debit card and check payments.

### **Tobacco-Free Campus**

In order to maintain an optimum environment for health and healing, we are a tobacco-free facility. Tobacco products including cigarettes, smokeless tobacco, cigars, vaping, etc. are not allowed on our property. This includes all grounds and parking lots.



## Internet

Wireless Internet is available for guest and patient use. To access the Internet on your computer or mobile device, choose SCMHPublic and use the password **beourguest** to log on. Due to security restrictions, some websites may not be accessible on the SCMHPublic network.

## Visitor Guidelines

- All visitors are asked to check in at the front desk or nurses' station
- Ask our nursing staff if your loved one is receiving visitors
- Keep your visit to an appropriate length
- Respect other patients' privacy
- Do not smoke or vape — all our facilities, grounds and parking areas are tobacco-free
- Please follow visitation guidelines provided by medical staff

## Overnight Accommodations

Patients' families may request to stay overnight. Please talk with the nursing staff to make arrangements.

## Visitor Restrictions

Our nursing staff may restrict visitors based on a patient's illness or request. They may also restrict visitors during times of community-spread illness including flu or other contagious illness.



To connect to the hospital wireless Internet:

**Wi-Fi Name:** SCMHPublic

**Password:** beourguest

## Television

Televisions with local satellite channels are available in each room and both family rooms. A list of channels is available below and on each bedside table.

## CHANNEL LINEUP

- 2 ABC
- 3 CBS
- 4 NBS
- 5 FOX
- 6 Kansas Local Sports 1
- 8 A & E
- 9 AMC
- 10 Animal Planet
- 11 Cartoon Network (West)
- 12 CMT
- 13 CNN
- 14 Comedy Central
- 15 Discovery Channel
- 16 Disney XD
- 17 E! Entertainment Television
- 18 ESPN
- 19 ESPN2
- 20 ESPNews
- 21 Food Network
- 22 Fox News
- 23 Fox Sports 1
- 24 FX
- 25 HGTV
- 26 Hallmark Movies & Mysteries
- 27 Paramount Network
- 28 SYFY
- 29 TBS
- 30 TNT
- 31 USA
- 32 Weather Nation
- 33 SCMHPublic Channel



## PREVENTION AND PROTECTION

### Fall Prevention

In order to provide you with the safest hospital stay possible, we take extra precautions with your care. We call this extra care our Fall Prevention Program. We have found things we can do, with your help, to decrease the chance you may fall and get hurt.

Falls can occur at any time to any patient. Falling is not a normal part of aging.

National statistics tell us when and where patients typically fall in the hospital. 33% of patients fall on the way to the bathroom, while in the bathroom or on the way back from the bathroom when unassisted by staff.

Patients of all ages fall. People over 70 years of age account for 60% of all patient falls in the hospital.

50% of all patient falls occur in the hospital room when a patient tries to get up from a chair or bed without asking for help.

#### *The nursing staff tries to prevent a fall by:*

- Having patients at risk for falling wear gripper socks
- Keeping your call light within reach at all times
- Using a gait belt (if needed) when walking with you
- Helping you to the bathroom every two hours or as needed

## Pain Control

Not everyone feels pain the same way. Only you know how badly you hurt. We will work with you to manage your pain. Your health care team will ask you to rate your pain using a pain scale. This will help the team know how much pain you are having. Be sure to let your health care team know if your pain continues after treatment.

Medicines and other treatments prevent and control pain. For the best results, work with your health care team to choose a plan that will work for you. Some examples are:

**Medicines:** Pain medicine can be given in many ways, such as a pill, shot, patch, suppository or through a small tube in your vein or in your back (epidural).

**Other Treatments:** These can help increase the effect of pain medicine and help reduce pain. Examples include: comfort items and actions, relaxation, personal care and keeping boredom at bay.

## Medication Safety

### For when medication is needed:

- Talk to your health care team if you think your pain requires medication.
- Ask for your pain medication before the pain returns; ask your health care team when your pain medication is scheduled next.
- Discuss pain medication combinations with your health care team.
- Let your nurse know after 45 minutes if your pain medication is not working.
- Discuss with your health care team if you have a pain regimen at home that works.

### Comfort Items:

- Warm compress/heating pad
- Warm washcloth
- Ice pack
- Extra pillow
- Warm blanket

### Comfort Actions:

- Re-positioning
- Walk in the hall
- Bath or shower
- Gentle stretching
- Egg crate foam mattress topper
- Pillow to raise your knees or ankles





## Infection Prevention and You

Staff members are committed to preventing germs from growing or spreading to keep you, visitors and the community healthy. Handwashing is one of the most important ways to prevent the spread of bacteria and viruses. Sometimes, in addition to the standard precautions, additional prevention measures must be in place. The following list describes what precautions may be implemented due to certain conditions.

**Contact precautions:** Prevents the spread of infected bodily fluids to others. Visitors will be required to wear gowns, gloves and other protective equipment when there is a risk of transmission via fluids.

**Droplet precautions:** Germs may spread from the respiratory tract by coughing, sneezing or even talking. Even though their ability to spread is limited and remain in the air for short periods of time, visitors will be required to wear a gown, surgical mask and gloves.

**Airborne precautions:** These germs have the ability to travel long distances by remaining suspended in air. Under these conditions, the patient is placed in a private room which provides filtered air circulation. Visitors will be required to wear gowns, gloves and an N95 respiratory mask.

**Protective isolation:** Used for a patient at high risk for contracting infections. Visitors will protect the patient from germs by wearing a gown, gloves and surgical mask.

If you have any questions about infection prevention, please feel welcome to request more information.



## Protecting Patients from Infection

You can take action by practicing hand hygiene regularly and by asking those around you to practice it as well. Having good hygiene is the #1 way to prevent the spread of infection, such as the common cold, flu and even hard-to-treat infections like methicillin-resistant *Staphylococcus aureus* (MRSA).

You and your guests should clean your hands often, especially after touching objects or surfaces in the hospital room, before eating and after using the restroom. Your health care provider should practice hand hygiene every time they enter your room.

### You should practice hand hygiene:

- Before preparing or eating food
- Before touching your eyes, nose or mouth
- Before and after changing wound dressings or bandages
- After using the restroom
- After blowing your nose, coughing or sneezing
- After touching hospital surfaces such as bed rails, bedside tables, doorknobs, remote controls or the phone

### Health care providers should practice hand hygiene:

- Before putting on gloves. Wearing gloves alone is not enough to prevent the spread of infection.
- Every time they enter your room
- After removing gloves

***It only takes 15 seconds of using either soap and water or an alcohol-based hand rub to kill the germs that cause infection. Use soap and water when your hands look dirty, otherwise you can also use an alcohol-based hand rub.***

### With soap and water:

1. Wet your hands with warm water. Use liquid soap if possible. Apply a quarter-sized amount of soap to your hands.
2. Rub your hands together until soap forms a lather and then rub all over the top of your hands, in between your fingers and around and under the fingernails.
3. Continue rubbing your hands for 15 seconds. Imagine singing the “Happy Birthday” song twice. Rinse your hands well under running water.
4. Dry your hands using a paper towel if possible. Then use a clean paper towel to turn off the faucet and to open the door if needed.

### With an alcohol-based hand rub:

1. Follow the directions on the bottle for how much of the product to use.
2. Rub hands together and then rub the product all over the top of your hands, in between your fingers and around and under the fingernails.
3. Continue rubbing until your hands are dry. If enough rub was used to kill germs, it should take at least 15 seconds of rubbing before your hands feel dry. You should not rinse your hands with water or dry them with a towel.



## Fire and Severe Weather

For your protection, we conduct fire and severe weather drills regularly. In the event of an actual emergency, please remain calm. Our trained staff will let you know if any action needs to occur.



## PATIENT SERVICES

 EXT. 1510

### SERVICES FOR PATIENTS

#### Patient Advocate

You can expect all employees to answer questions and resolve concerns, but we also have a dedicated patient advocate to assist when needed. Our patient advocate acts as a non-partisan liaison available to help resolve issues that may arise or address unmet needs. Additionally, the patient advocate serves as a resource to staff providing patient or visitor feedback, ultimately helping us improve our quality of care. You can contact the patient advocate by using your room phone to dial **1510**, or by asking your nurse to speak with the patient advocate.

#### Discharge Planning

Discharge planning assures continuity of care after you leave the hospital. It begins when you are admitted and is coordinated with your doctors' plan for treatment. Our patient advocate is available to meet with you and your family to discuss your options, assess your needs, identify available resources (community and/or financial) and coordinate arrangements. Please ask your nurse if you'd like to visit with our patient advocate about options, or dial extension **1510** from your room phone.

#### Pastoral Service

We believe patient care includes attention to your spiritual needs. You may request a list of pastors from the patient advocate or ask the patient advocate to contact a pastor on your behalf. To make arrangements for this, dial extension **1510** from your room phone.

#### Mail, Gifts and Floral Service

Mail, gifts or flowers will be delivered to your room. If you receive mail after you have been discharged, it will be forwarded to your home. If you wish to send mail out, give it to the nurse. Only non-latex balloons are permitted.

## LAB FAQs

### Do I need to be fasting for my lab tests?

Fasting is required for some tests. Common tests that require fasting are CMP (Comprehensive Metabolic Profile), Glucose, Glucose Tolerance Tests, Lipid Studies (Cholesterol, Triglyceride, HDL/LDL), and some vitamin levels. For most tests, an 8 hour fast is long enough, but for Lipid studies it is best if you fast 12-14 hours.

### When I am fasting, may I drink water?

Yes, when you have fasting lab tests, please drink water. You may brush your teeth and take your medications (unless specifically told by your doctor not to). Please do not consume anything with calories.

### Do I need a doctor's order to get a lab test done?

Yes, your doctor will fax it or can give you an order to bring in with you.

### Do I have to make an appointment?

An appointment is not necessary. While staff is on call 24 hours a day for inpatient and ER needs, outpatient services follow Smith County Family Practice hours of operation. The laboratory is open Monday through Friday 8 a.m to 4:30 p.m. for outpatient blood draws. We serve outpatients on a first-come, first-serve basis.

### Can I come directly to the lab to have my blood drawn?

When you come to the hospital, you will be asked to register prior to your sample being obtained. If you have been to see us recently, and your information (insurance, address, phone number, emergency contact information) is current in the computer system, registration should only take a few minutes.

If you are new to us, or your information has changed, registration may take a few more minutes.

### Why are so many tubes of blood needed?

Though the amount of blood may appear to be a lot, most tubes hold less than one teaspoon. The different colored caps on the tubes indicate what additive is in the tube. These additives are anti-coagulants or preservatives. Different tests need to be drawn in different additives.

### Can I obtain a copy of my results?

Yes, you may request a copy through health information management and may receive a request form, from the front desk. You may also log in to the SCMH Patient Portal to access your lab results. Lab results will not be available the same day. Results may be mailed, faxed or picked up in person. Be prepared to show a photo ID to pick up results in person.

### When will my doctor get the results?

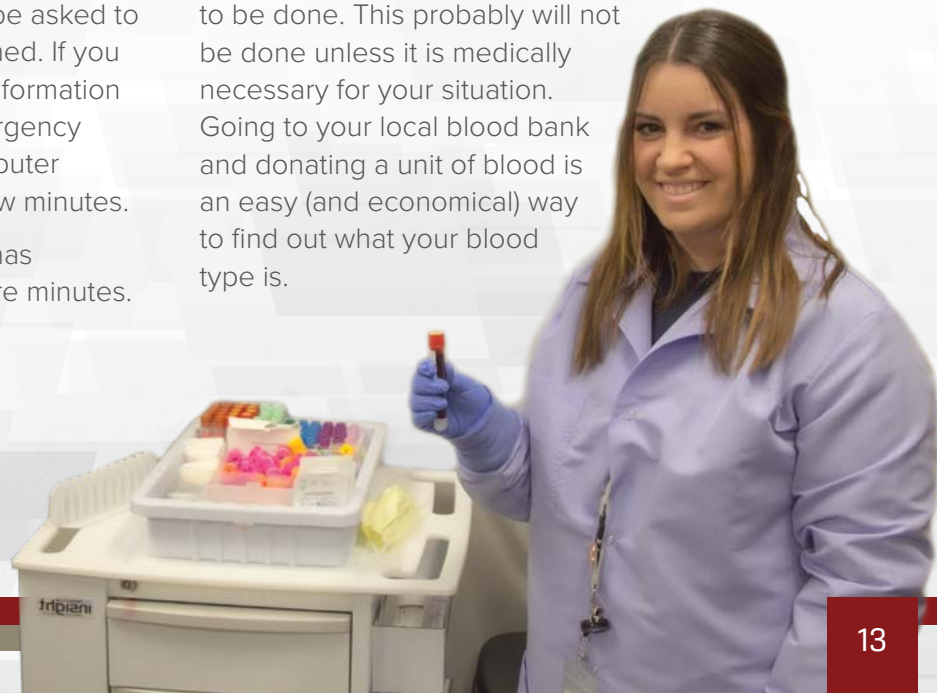
Your doctor will receive your results as soon as they are complete. For most tests, that will be the same day the sample is taken. Some tests, particularly cultures, require several days. These results will fax or print to your doctor's office via our computerized automated fax system when they are complete.

### Will you call me if my results are abnormal?

No. Your results will go directly to the physician who ordered them.

### Can you tell me what my blood type is?

Your doctor needs to specifically order blood typing to be done. This probably will not be done unless it is medically necessary for your situation. Going to your local blood bank and donating a unit of blood is an easy (and economical) way to find out what your blood type is.





### At the doctor's office or clinic:

- Go over your list of questions or concerns with your doctor or nurse. Ask your most important questions first.
- Take notes. This will help you to remember everything your doctor says, and to follow your doctor's instructions.
- Discuss your symptoms if you have a health problem, and any recent changes you may have noticed. Tell your doctor or nurse how you feel when you have symptoms, and let him or her know if they have changed, appeared more frequently or become worse.
- Describe any allergies to medications, foods, pollen or other things. Also, tell your doctor about your family's health history.
- Answer all of your doctor's questions. Be honest about your diet, sexual history, how much you exercise and whether you smoke, drink alcohol or use drugs. Don't leave anything out because you're embarrassed; your doctor and nurse have probably heard it before.
- Tell your doctor or nurse if you may be pregnant or if you are trying to get pregnant. Some medications are not safe if you are pregnant or about to become pregnant.
- Tell your doctor or nurse if you are being treated by other doctors. This includes mental health professionals.

### Prescriptions, Treatments and Test Results

- Ask questions about your condition. Ask your doctor how you can learn more about your conditions or if there are specific things you can do to ease your symptoms.
- Ask about your treatment. Ask your doctor how long different treatments will take and whether there are side effects (and what to do if they occur). Also, find out which treatments are covered by your health insurance.
- Prepare for tests, if your doctor orders any. Ask your doctor what you need to do to get ready and if there are any side effects. Also, ask when you can expect results.
- Always follow up to get test results. Call your doctor's office and ask for your results if you do not hear from your doctor when you expect to.
- Talk with your doctor or nurse about all new medications. For each, ask why you need it and how to take it.
- Ask questions if you do not understand something. If you're not sure what your doctor or nurse is asking you to do, or why, ask to have it explained again.
- Schedule a follow-up appointment (if necessary) before you leave the doctor's office. Don't wait until you get home; you might forget.



## TRANSITIONING BACK HOME

### Fall Prevention at Home

Falls happen at home for many reasons. There are several things that are known to add to your risk for falling. If you have concerns about risks in your home, you may request a home assessment through occupational therapy.

#### These include:

- Poor vision or hearing
- History of falls
- Use of aids, such as a cane
- Poor nutrition
- Certain medications
- Being over 65 years old
- Home conditions, like slippery floors, loose rugs, or cords on the floor

Our goal is to help you prevent falls at home! Here are some things that you can do to help lower your risk for falls at home:

#### Lighting

- Replace dim, burned out or glaring lights with bright, soft white light bulbs
- Use a photosensitive night light
- Make sure lights are easy to turn on and off
- Keep a flashlight available

#### Clear Hallways and Stairs

- Remove clutter, especially from hallways and stairwells
- Use handrails while taking the stairs
- Place non-skid treads or bright reflective tape to mark the edge of stairs

#### Floors

- Remove scatter/throw rugs
- Place non-skid treads or double-sided tape under area rugs
- Keep floors free from clutter
- Wipe up spills immediately
- Make sure floors are not slippery

#### Bathroom

- Use a raised toilet seat and grabbers/ towel racks for ease in getting up and down from the toilet
- Set water temperature at 120 degrees or less (prevent burns and falls from trying to avoid burns)
- Consider a hand-held shower head, shower chair and handrails in the tub
- Place non-skid adhesive strips in the tub
- Use liquid soap or soap on a rope to prevent dropping the soap

#### Other

- Store items used often at waist level
- Select furniture with armrests for support in getting up and down
- Keep phone within easy reach
- Consult your doctor or our dietician if you feel dizzy and weak from poor nutrition or medication changes
- Take part in our Stepping On class. Call rehab services for more information at **785.686.3120**
- Have an osteoporosis screening



## TRANSITIONING BACK HOME

### Discharge Instructions

When your doctor determines you are ready to leave the hospital, a discharge order will be written. You will be given instructions and other information about post-hospital care. It is very important that you fully understand this information and keep it for reference. If you have questions about diet, activity, follow-up care or other matters, do not hesitate to ask. Our patient advocate is available for help with planning your discharge. Dial extension **1510** from your room phone or ask a nurse to speak with the patient advocate.

### Manage Pain at Home

Here are some ways to help you manage your pain at home:

- Use your medicine only as directed by your doctor. If your pain is not relieved or if it gets worse, call your doctor or home health agency. If your pain lessens, try taking your medicine less often.
- Medicine needs time to work. Most pain pills need at least 30 minutes to begin working.
- Try to time your pain pill so that you take it 30-60 minutes before starting an activity. Space your activities so that your pain is tolerable.
- Eat lots of fruits and vegetables and drink plenty of liquids to reduce constipation, a common side effect of pain medicine.
- Try using other methods of pain relief, such as deep breathing, relaxation tapes, massage, warm/cold packs and music, along with the medication your doctor prescribed for pain.

### Meals on Wheels Delivery

Our patients rave about the quality of the food at SCMh. In fact, they often ask to stay just so they can eat with us. Did you know that you can have the same food delivered to your home?

If you need additional assistance when returning home, consider signing up for Meals on Wheels. Our food service staff prepares delicious and healthy meals for home delivery and they are dropped off at the front door by a volunteer. Meals are delivered Monday through Saturday and include food from our menu and snacks.

Meals on Wheels is a wonderful temporary nutrition plan while you are getting back on your feet, or you may want to continue the service indefinitely. Ask our patient advocate about the service or call **785.282.6845 ext. 1510** to sign up.



### Sign Up for a Patient Portal

We believe it is important for patients to have access to their personal medical information 24 hours a day. With that in mind, our Patient Portal tool was designed to access lab test results, review provider notes and much more. Our tool will help you stay up-to-date on your medical history so that you can share information with specialists or carry it with you when traveling. You may even want to set up proxy accounts for children or dependent adults.

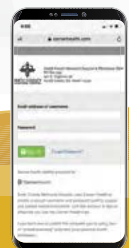
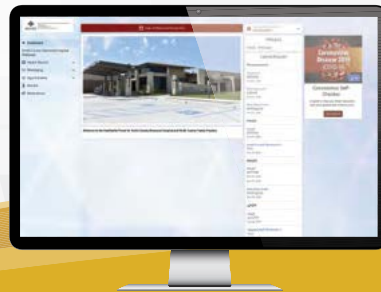
Stay connected to your health by signing up for a portal account. To connect with us, contact a registration clerk at the hospital or clinic to set up an account.



SMITH COUNTY  
MEMORIAL HOSPITAL

PATIENT PORTAL

visit [scmhks.org](https://scmhks.org) and click  
on Patient Portal button



Communicate with  
your medical team.



Access Your  
Test Results



Setup Proxy Accounts  
for each family member

24/7 Access from any  
Computer, Smartphone  
or Tablet!

## PREPARE FOR YOUR FOLLOW-UP APPOINTMENT

The time you have with your doctor is very important to your health. Be sure to ask questions, explain any new symptoms or problems and share your concerns.

### Before you go to the doctor:

Make a list of your questions and concerns. Put your most important questions and concerns at the top of your list.

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Make a list of all the medications you are taking to give to your doctor. This includes drugs (prescription and non-prescription), vitamins and other natural remedies such as herbal products.

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- Call your doctor's office about health screenings and vaccinations. Ask questions if you are not sure which screenings or shots you need and how often you need them.
- Call before your visit to tell the office if you have special needs. Ask for an interpreter if you do not speak or understand English well.
- Ask a friend or family member to come with you if you think it will be helpful. This person can help listen, take notes and offer support.





Remember, you and your doctor are a team. Working closely with your doctor by asking questions, listening carefully and following his or her advice is good for your health.

**Here are some other questions you might have for your health care team:**

When do I need to make my next appointment?

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Am I due for any immunizations such as the flu shot, pneumonia shot, or tetanus shot?

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Am I due for any screening exams such as a colonoscopy, PSA, mammogram, Pap smear, etc?

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Questions about my diet and activity:

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Questions about anything else that concerns me:

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## YOUR RIGHTS & RESPONSIBILITIES AS A PATIENT

### Your Rights as a Patient

- Smith County Memorial Hospital respects your rights as a patient.
- Smith County Memorial Hospital is committed to providing care that recognizes and supports patient's rights without regard to age, gender, cultural, economic, education or religious background or the source of payment for care.
- You have the right to be treated with consideration and respect.
- You have the right to have your physician discuss your diagnosis and plan of treatment and recovery in a language you can understand.
- You have the right to receive as much information about any treatment or procedure you may need in order to give informed consent or to refuse the treatment. Exceptions may occur in emergencies.
- You have the right to the information necessary to make treatment decisions reflecting your wishes and to request a change in your physician or transfer to another health facility due to religion or other reasons.
- You have the right to personal privacy, to receive care in a safe setting and to be free from all forms of abuse or harassment.
- You have the right to have a representative of your choice and your physician notified of your admission.
- You have the right to receive reasonable responses to any reasonable requests made for service.
- You have the right to consent to or refuse to take part in research affecting your care and to participate in the development and implementation of your plan of care.
- You have the right to reasonable continuity of care and to know in advance the time and location of follow-up appointments as well as the identity of persons providing your care.
- You have the right to know about hospital rules that affect you and your treatment.
- You have the right to the confidentiality of your medical records and to have access to the information contained in your medical records. You have the right to have the information in the medical record explained to you by qualified staff or your physician.
- You have the right to examine and receive an explanation of your bills regardless of the source of payment.
- You have the right to be informed of continuing health care requirements following your discharge from the hospital.
- You have the right to formulate advance directives and have hospital staff and practitioners comply with these directives.
- You have the right to be free from seclusion or restraints, of any form, that are not medically necessary.
- You have the right to designate who may or may not visit. You have the right to withdraw or deny the consent for visitation at any time. (Our hospital has the right to restrict visitation in medically appropriate circumstances such as: care interventions, infection control issues, or when visits interfere with the care of other patients.)
- You have the right to report concerns regarding your care/treatment by calling the Administrator or Risk Manager at **785.282.6845**. You may also contact the KDHE Complaint Hotline at **1-800-842-0078**.

## Patient Responsibilities

*Patients shall assume the following responsibilities:*

- You are responsible for providing accurate and complete information about your present illness, past illness and other matters relating to your health status.
- You should report unexpected changes in your condition to your nurse or physician.
- You should follow the treatment plan recommended by your physician.
- You should provide a copy of an advance directive, if one has been made.
- You are responsible for informing caregivers of specific needs with regard to your personal values and beliefs.
- You are responsible for paying your hospital bill promptly. If necessary, call the business office at **785.282.6845 ext. 4002** about a payment plan.

## Advance Directives

### The Patient Self-Determination Act

The Patient Self-Determination Act is a federal law that requires hospitals to “provide written information” to adult inpatients concerning “an individual’s right under state law...to make decisions concerning...medical care, including the right to accept or refuse medical or surgical treatment, and the right to formulate advance directives.” To help patients make these choices, Kansas law provides for advance directives. This section outlines what advance directives are and what the Kansas statutes require.

### Advance Directives

Advance directives are documents that state a patient’s choices about treatment, including decisions like refusing treatment, being placed on life-support, and stopping treatment at a point the patient chooses. It also includes requesting life-sustaining treatment if that is wanted.

There are several kinds of advance directives. There are two that are mentioned most often. One is called a living will and the other is called a durable power of attorney for health care. Through advance directives, patients can make legally valid decisions about their medical treatment.

### Kansas Statutes

Kansas statutes recognize both a living will and a durable power of attorney for health care.

### The Living Will

The Kansas living will is found in a statute titled “The Natural Death Act.” The statute allows any adult to sign a form (relating to themselves only) which states that life-sustaining procedures should be withheld or withdrawn when decision-making capacity is lost and when such procedures would merely prolong death. Medical procedures deemed necessary to provide comfort or alleviate pain are not considered “life-sustaining procedures” under the act.

For the living will or Natural Death Act Declaration to be effective, two physicians must personally examine the patient and determine that the patient has a terminal illness. Then physicians must agree that the death will occur whether or not the medical procedure or intervention is done. The form is not effective if that patient is pregnant.



### **The Durable Power of Attorney for Health Care**

A durable power of attorney for health care is a document in which a person gives someone else the right to make decisions about health care for him/her. The person who would make the decisions is known as an “agent” and can be any able adult, except a physician or other health care provider, (including people who work, own or are directors for hospitals and other health care institutions) unless the health care provider is related by blood or marriage to the person signing the document.

The powers which can be granted include: the power to make decisions, give consent, refuse consent or withdraw consent for organ donation, autopsy or the treatment of any physical or mental condition. The agent may also make all necessary arrangements for hospitalization, physicians or other care, and to request and receive all information and records and to sign releases for records.

The person signing the durable power of attorney for health care can choose which of the above powers the agent will have. Specific instructions can be given. For example, a specific treatment may be prohibited. Requests for treatment, including life-sustaining care, can also be included. The special instructions allow the durable power of attorney for health care to be specific for each individual’s needs.

The agent and the health care providers must follow the patient’s expressed wishes. This means that they must also respect any wishes that are stated in a living will. Unless limited, the durable power of attorney for health care allows the agent to make decisions about withholding or withdrawing life-sustaining treatment in all types of illnesses (including comas or persistent vegetative states) and is not limited to terminal illness.

To be effective, the document must be notarized or witnessed by two adults who are not related to and who will not inherit from the person signing the document.

## Here's How It Works

1. You have the right to information about your medical condition, diagnosis, prognosis and possible treatments. You also have the right to refuse any treatment including life-saving medical treatment.
2. A representative of the hospital will talk to you about your rights outlined above and your right to make advance directives. You also have the right not to make advance directives. That is your choice.
3. You may choose between a durable power of attorney for health care and living will, or you may have both. The basic difference between the two is that the durable power of attorney for health care designates a particular person to make decisions for you when you are not able to decide for yourself and can cover all health care decisions. A living will states your wishes about withholding or withdrawing life-sustaining care.
4. If you choose to make advance directives, the hospital may provide the necessary forms for making a living will or assigning a durable power of attorney for health care. If the hospital does not provide the forms, this brochure lists several resources for obtaining them. You do not need a lawyer in order to make an advance directive. However, legal advice is certainly appropriate. There are options other than the forms provided in the Kansas Statute that are legal and can be used, including the forms developed by the agencies listed in this brochure.
5. A living will must be witnessed by two adult people or signing by the testator before a notary public. A durable power of attorney for health care may be witnessed or notarized. Although it is not necessary for the forms to be legal, it is recommended that the documents be both witnessed and notarized. This is in case you travel to another state that might require advance directives to be notarized.
6. If you make advance directives, you should discuss them with your physician. You are responsible for making copies available to him or her and all other doctors you deal with. You should also discuss and share copies of your advance directives with your family members. It is always a good idea to keep copies yourself.
7. If you wish to change your mind about your advance directives at a later date, you may do so. You can revoke the old document(s) and make new advance directives that must also be witnessed or notarized. A living will may be revoked by destroying the document, signing a written revocations or by telling an adult that the document no longer expressed your wishes. For a verbal revocation to be effective, the adult who heard the verbal revocation must confirm it in writing. This document must be given to the attending physician. A durable power of attorney of health care must be formally revoked in writing with a witness or notarized statement.

If you should have further questions, would like more information about advance directives or would like to obtain the appropriate forms, please visit with our patient advocate.

## CONTACT INFO

### Hospital Main Phone

785.282.6845

### Patient Services

785.282.6845 ext.1510

### Billing & Financial Services

785.282.6845 ext 4002

### Patient Rooms

785.282.3742 ext. \_\_\_\_\_

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

921 E. Hwy 36  
PO Box 349  
Smith Center, KS 66967

## WE WANT TO HEAR FROM YOU

### How Was Your Care?

Your care doesn't end when you leave SCMH. We want to stay in touch. Help us make improvements by filling out our patient satisfaction survey and giving honest feedback about your stay.

Your input makes a difference! Because of the information shared on surveys, we can make changes to improve processes for future patients. As our mission says, we strive to "set the standard of excellence in healthcare for North Central Kansas," and we appreciate the part our patients play in our ability to grow and improve.

### Social Media Reviews

Your patient experience is important to us. We want to hear what you think about Smith County Memorial Hospital. Leave us a review at [scmhks.org/review](https://scmhks.org/review).

Your feedback matters. That includes positive patient experiences. When you share your opinion we can all learn and grow. Thank you for reviewing our facility on Google or Facebook.

**REVIEW US ON**


★★★★★

**Google**


**3 EASY STEPS**

*On Your Mobile Device or Computer*

1. Go to:  
**<https://g.page/scmhks/>**
2. Scroll to Review section
3. Add ★★★★★  
and Write a Review



*Your Feedback is important to us and helps us improve our patient services.*



SMITH COUNTY  
MEMORIAL HOSPITAL

**REVIEW US ON**


★★★★★

**FACEBOOK**


**3 EASY STEPS**

*On Your Mobile Device or Computer*

1. Go to:  
**[facebook.com/scmhks/reviews/](https://facebook.com/scmhks/reviews/)**
2. Click Review
3. Add ★★★★★  
and Write a Review



*Your Feedback is important to us and helps us improve our patient services.*



SMITH COUNTY  
MEMORIAL HOSPITAL

**PATIENT SERVICES**  
785.282.6845 ext. 1510

**BILLING & FINANCIAL SERVICES**  
785.282.6845 ext. 4002



**LOCATION**  
921 E HIGHWAY 36  
SMITH CENTER, KS 66967



**HOSPITAL** 785.282.6845  
**CLINIC** 785.282.6834



**MAIL**  
P.O BOX 349  
SMITH CENTER, KS 66967



**SCMHKS.ORG**



**FACEBOOK**  
FACEBOOK.COM/SCMHKS



**INSTAGRAM**  
@SCMHKS