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Dear Valued Patient,

Welcome to Smith County Memorial Hospital (SCMH), where your health and well-being are at the heart of everything we do. As the CEO, I am honored to have you with us, and I want you to know that you are more than just a patient; you are a valued member of our hospital family. Our commitment to delivering quality patient care is a top priority.

Our experienced medical staff and health care professionals are committed to meeting your needs and providing you with a positive experience. We understand that being in a hospital can be challenging, and we are here to support you every step of the way.

At SCMH, we believe in the power of community and the strength of collaborative care. We are proud to offer a range of services tailored to meet the unique needs of our community members. From our outstanding care team to our innovative Hometown Café to our educational resources, we strive to empower you with the knowledge and tools needed for a healthy lifestyle or disease management.

We also understand the importance of comfort and convenience during your stay. Our facilities are designed to be a home away from home, with comfortable patient rooms and delicious, fresh, and nutritious meal options to nourish your body and soul.

Your health and comfort is important to us, and we are here to listen, care, and assist in any way we can. Please do not hesitate to reach out to our staff with any questions or concerns you may have. We are here for you, 24/7, ready to provide the support and care you need.

Thank you for choosing SCMH. Together, we will work towards your healthcare goals.

Warm regards,

Sarah Ragsdale
Chief Executive Officer





Visiting Hours

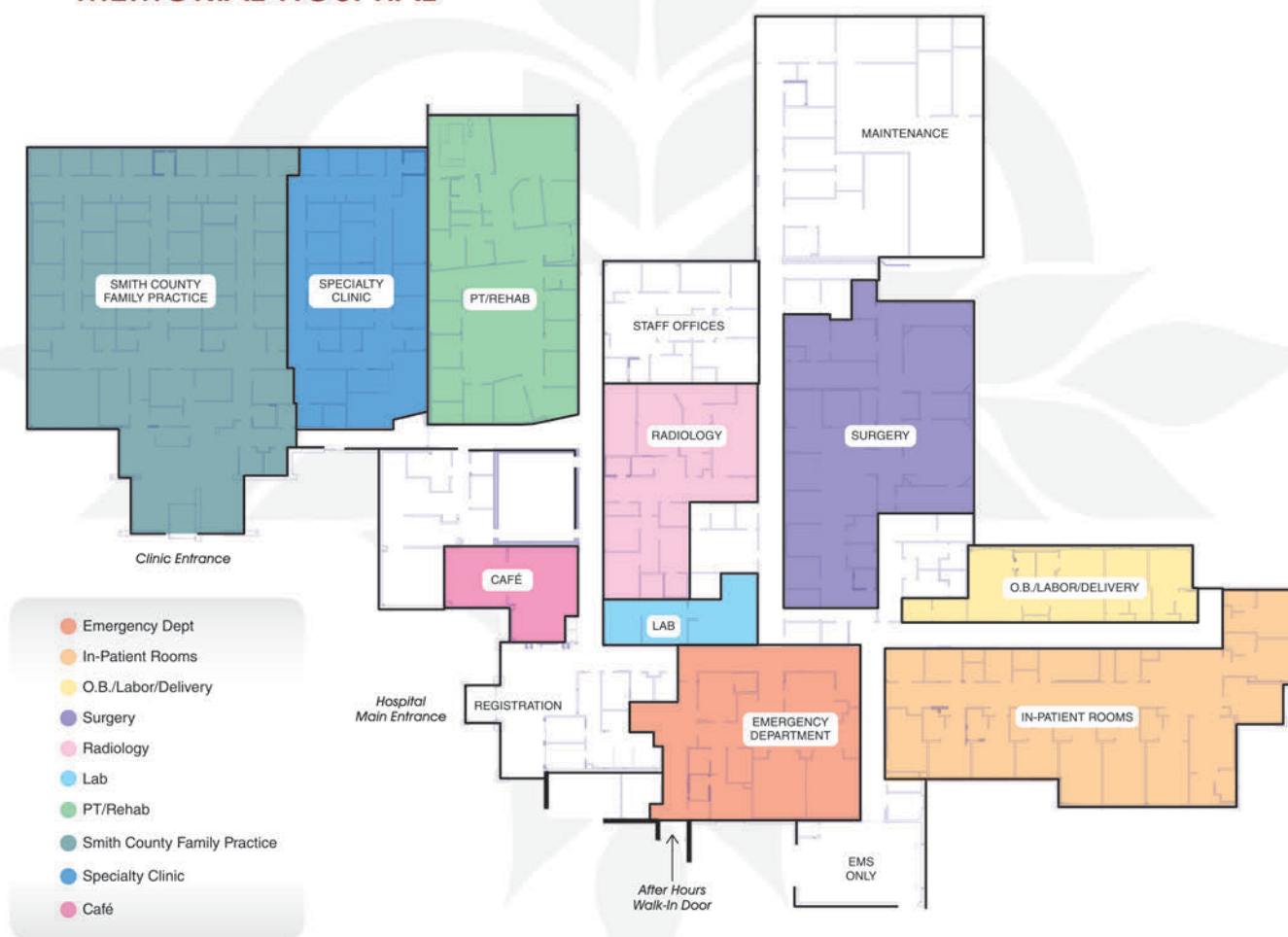
Hospital visiting hours are from 10 a.m. to 6:00 p.m. daily. Please let a nurse or provider know if you expect to have visitors beyond the posted times.

Parking

Visitors and patients may park in the south parking lot outside of the main entrance to the hospital. Entry doors are locked at 6:00 p.m. If you need assistance after 6:00 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.



**SMITH COUNTY
MEMORIAL HOSPITAL**



Welcome TO SMITH COUNTY MEMORIAL HOSPITAL



We understand you may be experiencing one of life's challenges. We are here to support you in every way—physically, emotionally, and spiritually. Our dedicated staff is committed to providing you with the quality care and compassion you deserve.

We take pride in offering a welcoming place to help you feel at ease. Our team is ready to assist you in navigating our facility and to introduce you to the various comforts we offer, including our serene chapel, lounges and family rooms, convenient vending machine, and Hometown Cafe.

Our goal is to provide healing, help, and comfort. Please let us know how we can best serve you and your family during your time with us. We are honored to care for you and your loved ones. Thank you!

What to Bring

- Bring your insurance card(s), Medicare/Medicaid card; driver's license or other photo ID
- Bring an accurate list of all medications, reason for taking, dosing schedule and the name of the pharmacy where the 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 O2 supplies.
- 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) and 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.



OUR MEDICAL SERVICES

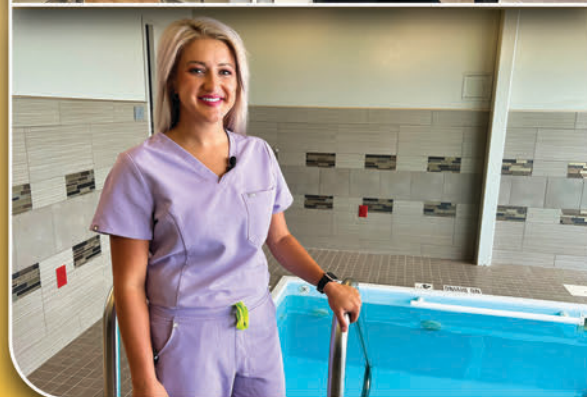
Welcome to Smith County Memorial Hospital and Smith County Family Practice. Our dedicated team of board-certified physicians, nurses, technicians, and support staff are committed to providing high-quality healthcare services to you and your family. Whether you are visiting a loved one or seeking treatment, we want to ensure that you feel comfortable and cared for. Your well-being is our top priority! We are here to support you every step of the way.

HOSPITAL & CLINIC SERVICES

- Advance Care Planning
- Anesthesia/Pain Management
- Cardiac Stress Testing
- Cardiac Rehabilitation
- Chemotherapy & Immunotherapy
- Chronic Care Management
- Emergency & Trauma Care
- Imaging:
 - 3-D Mammography
 - Bone Density
 - CT Scan
 - MRI
 - Ultrasound
 - Echocardiography
 - Nuclear Imaging
 - Radiology
- Inpatient Nursing
- Laboratory
- Nutrition Consulting
- Occupational Therapy
- Outpatient Treatment, including Infusion Services
- Patient Advocacy
- Physical Therapy
- Primary/Family Care
- Prenatal and Obstetrics
- Respiratory Therapy
- Pulmonary Function Testing
- Pulmonary Rehabilitation
- Sleep Studies
- Speech Therapy

SPECIALTY SERVICES

- Behavioral & Mental Health
- Cardiology
- Endocrinology
- General Surgery
- Interventional Radiology
- Nephrology
- Obstetrics & Gynecology
- Orthopedic Surgery
- Orthotics
- Pain Management
- Podiatry
- Pulmonology
- Rheumatology
- Urology
- Wound Care



HOMETOWN



The Hometown Café is open
for dine-in and carryout.

*See what's for
lunch this week!*



scmhks.org/hometown-cafe/



RIGHTS & RESPONSIBILITIES

At Smith County Memorial Hospital (SCMH), our dedicated staff is committed to providing you and your loved ones with the highest quality medical care, delivered with kindness and respect. We understand that hospital visits can be stressful, and we are here to help.

To foster a positive environment, we kindly ask all patients and visitors to commit to the following conduct:

- *Treat our care team with courtesy.*
- *Treat everyone with dignity and respect.*
- *Zero Tolerance for Abuse: Abusive language and physical threats are unacceptable.*
- *Safety First: For the safety of all, the following are strictly prohibited on campus:*
 - Tobacco - Weapons - Alcohol - Illegal drugs

We partner with local law enforcement to ensure a secure atmosphere for all. Our Patient and Visitor Code of Conduct emphasizes treating everyone with dignity and respect, avoiding offensive comments or disruptive behavior, and respecting patient privacy.

- All patients and visitors must obtain the consent of everyone involved for any photographing or video/audio recording.

A safe and respectful environment is central to promoting a healing environment, therefore, if the above stated expectations are not followed:

- Patients: If you choose not to comply with your therapeutic care plan or the above expectations, we may discharge you from the hospital or your appointment. For subsequent appointments or admissions, we will follow our standard continuity of care practice and seek to have you cared for by the same care team.
- Visitors: If you fail to comply with the above expectations, you may be asked to leave campus, and may be restricted from future visitation privileges.

THANK YOU FOR CHOOSING SCM.

Together, let's ensure a caring atmosphere that supports health and healing.



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.**



SMITH COUNTY MEMORIAL HOSPITAL



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.

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.

Room Temperature

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

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.

SMITH COUNTY MEMORIAL HOSPITAL

PATIENT NAME

MY CARE TEAM

Physician / Provider

Nurse

Certified Nurses Aide

THERAPY TEAM

Respiratory Therapist

Goal

Physical Therapist

Goal

MY FAMILY CONTACT

NAME PH

PING

10 am

8 pm

FREE WiFi

NETWORK: **SCMHPublic**
PASSWORD: **beourguest**

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 café 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.

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.

DATE ROOM #

PHONE # 2

785-282-3742 Ext. 1521

MY ACTIVITY

Diet

Occupational Therapist

Goal

Speech Therapist

Goal

MY GOALS FOR THE DAY

CHARGE PLAN

Anticipated Discharge Date

11 am 12 pm 1 pm 2 pm 3 pm 4 pm

9 pm 10 pm 12 am 2 am 4 am 6 am

<https://www.scmhks.org>





Protecting Patients from Infection

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. 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.

PRESCRIPTIONS TREATMENTS COMPLIANCE

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 arrangement. Please ask your nurse if you'd like to visit with our patient advocate about options or dial extension 1510 from your room phone.



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 are supposed 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.

Visits to the emergency room can be costly. Listening to your provider can help you avoid the ER. Medical compliance isn't just a recommendation, it's a lifeline. Following your provider's orders, taking prescribed medications, and adhering to treatment plans can mean the difference between recovery and complication.

Remember that compliance is critical when you or a loved one is discharged from the ER, hospital, or clinic. It ensures the best outcomes and keeps everyone safe. Trust in your care and commit to healing. Because in health, every step matters.

CARE



THAT GOES BEYOND...

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* or 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 healthcare provider should practice hand hygiene every time they enter your room.

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 use an alcohol-based hand rub.

Fire and Severe Weather

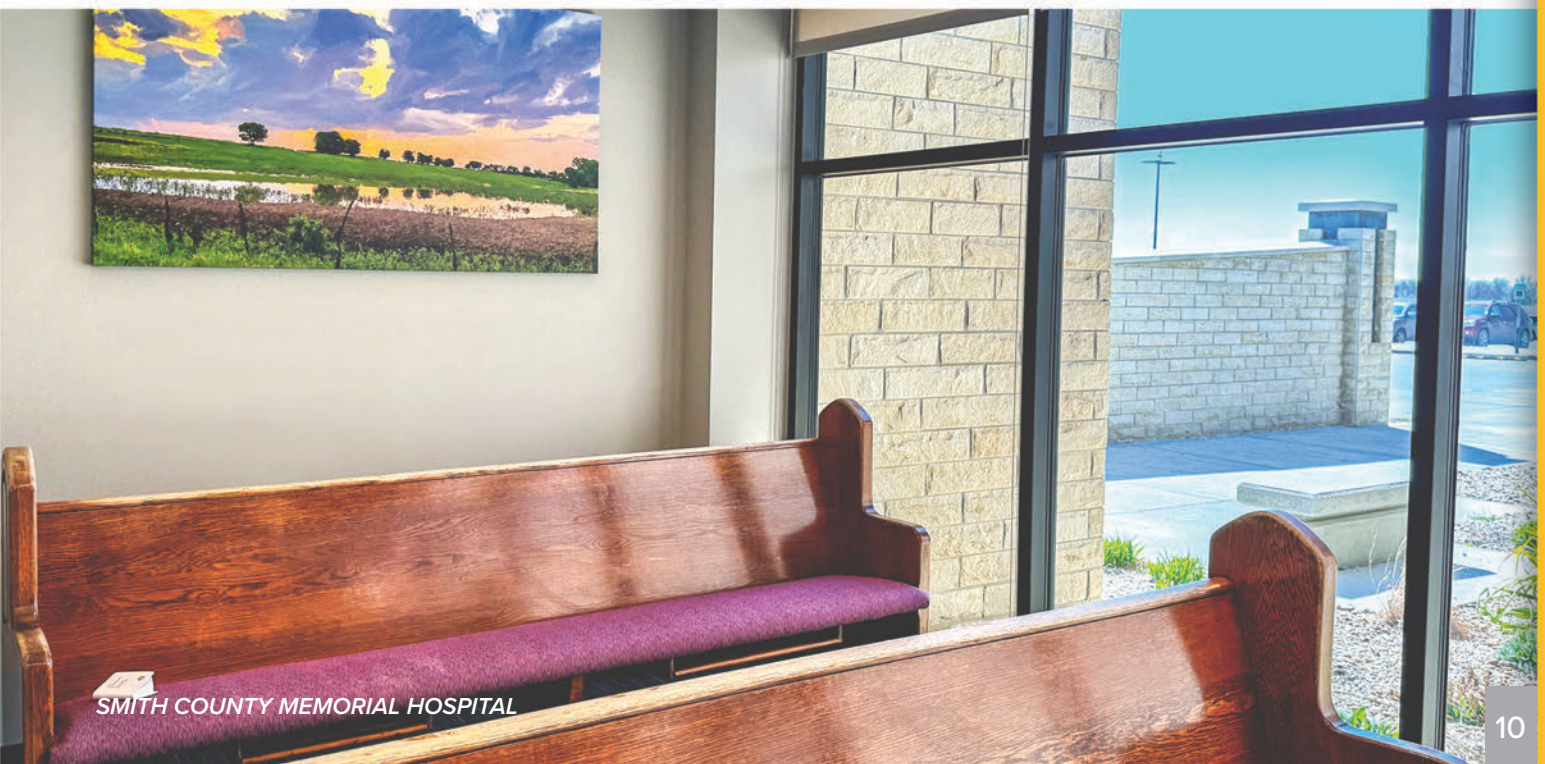
For your protection, we conduct fire and severe weather drills regularly. In the event of an actual emergency, please remain calm. Our trained staff will let you know if any action needs to occur.

Patient 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 dialing extension 1510 from your room phone or by asking your nurse to speak with the patient advocate.

Pastoral Service

We believe patient care includes attention to your spiritual needs. Our patient advocate maintains a list of area pastors who visit the hospital for pastoral care. 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. We also invite you to find sanctuary in our chapel located off the ER entrance.



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

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.

Managing 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 WHEELS Delivery

Ask our patient advocate
about the service or call

785.282.6845 ext. 1510

to sign up.



SMITH COUNTY MEMORIAL HOSPITAL

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.

BILLING

Getting Urgent Care Regardless of Your Finances

At our facility, we believe everyone deserves care! If you're facing an emergency, we will examine and treat you no matter your ability to pay. We follow all federal and state guidelines, including the Emergency Medical Treatment and Active Labor Act (EMTALA), to ensure you receive the necessary care.

Financial Assistance and Payment Planning

Payment plans may be set up based on a review of your balance due. If you have outstanding medical bills due to limited or no insurance coverage, you might qualify for financial assistance that could cover up to the full amount of your charges. We look at various factors like your income, family size, available

resources, and potential future earnings to determine eligibility. To apply for assistance, please fill out an application and provide proof of income. This program is specifically for essential medical care.

For help with the application or making a payment plan, just call us at (785) 686-3146 and we will be happy to help.

Understanding Your Hospital Bill

You'll receive monthly statements from Smith County Memorial Hospital and Smith County Family Practice that break down your charges. We accept payments in various forms: checks, cash, credit or debit cards, and money orders.

You can reach our billing office through the clinic entrance, or call (785) 686-3146 for any billing questions.





BILLING:
785-686-3146

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**

Billing Your Insurance Provider(s)

Private Insurance

We'll bill your insurance soon after your visit. Once your insurance pays, you'll receive final details, including any remaining balance.

Workers Compensation

If your visit was due to a work-related injury and your employer takes responsibility, we'll bill them directly. If they don't pay on time, we may ask you to follow up with them. If your claim is denied, we will bill you instead.

Third Party Liability

If someone else is responsible for your injuries (like in an accident), we'll bill their insurance for you. If you're on Medicare or Medicaid, we'll bill liability insurance first, then Medicare or Medicaid if needed. Please note: if you have Blue Cross Blue Shield, we must bill them first, even for third-party

Medicaid

We will bill Medicaid once we have all necessary information, including your "Share of Cost" form if required.

Medicare

We will handle billing for Medicare and any supplemental insurance. You'll still be responsible for any deductibles or co-payments. For more information, check your "Medicare & You" handbook, or call 1-800-MEDICARE or visit www.medicare.gov.

If you have any questions about your care or billing, feel free to reach out to our Financial Services at 785-686-3146. We're here to help you!

For questions regarding Medicare coverage and benefits, please call 1.800.MEDICARE or visit www.medicare.gov.



Patient Guide to Advance Care Planning

Though we don't like to think about it, a change in health or an accident can happen to anyone. That's why it's important for all of us, regardless of age or health, to have a plan that documents our health care wishes in case we become unable to make important treatment decisions or communicate about choices.

Advance Care Planning involves thoughtfully considering what matters most to you, making decisions about what kind of medical care and treatments you would or would not want if you were at the end of life, and choosing a decision maker who will speak for you if you are unable. Most importantly, advance care planning involves discussing these issues and clearly communicating your wishes with your doctor and your loved ones.

Advance care planning is an important part of care for all patients, and the best time to have these conversations is when you are stable, thinking clearly, and able to ask questions. Conversations with your doctor and your health care team help them understand what you want and plan for the future. Documenting your wishes in an advance directive is an important part of the process.



"Advance directives are important because of hard decisions that may come up with your health unexpectedly, and it puts us, your doctors, sometimes in a hard spot when we don't know what your wishes would be. Five Wishes is a way to specify your wishes for important treatment decisions before a health change or accident. Advance directives help us treat you how you want to be treated."

- Dr. Ferrill Conant








The Five Wishes

- 1 My Wish For The person I want to make care decisions for me when I can't.
- 2 My Wish For The kind of medical treatment I want or don't want.
- 3 My Wish For How comfortable I want to be.
- 4 My Wish For How I want people to treat me.
- 5 My Wish For What I want my loved ones to know.



Here are some reasons why your provider chose Five Wishes:

-  More than 25 million people have used Five Wishes to explore and document their health care wishes. It is the most widely used advance directive form in the country.
-  Five Wishes meets the legal requirements for an advance directive in 42 U.S. states and the District of Columbia (all states are listed on the 3rd page of the document).
-  Five Wishes is easy for everyone to understand and complete. Through easy-to-follow steps, it guides the conversation with your doctor and your loved ones.
-  Five Wishes helps you express your wishes in areas that matter most – the personal and spiritual in addition to the medical and legal. It helps you describe what good end-of-life care means to you, whether you are seriously ill or not.
-  Completing Five Wishes is a gift to your family, friends and your doctor because it keeps them out of the difficult position of having to guess what kind of treatment you want or don't want, and helps provide them with peace of mind – knowing that they honored your choices.

The Next Step

Please make an appointment to talk with your provider about Five Wishes.

SIGN UP
FOR A

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.



SMITH COUNTY
MEMORIAL HOSPITAL

Patient Portal

for Easy
Access to
Your Health
Records

SCMHKS.ORG/PORTAL

Communicate
with your
Medical Team

Access your
Test Results

Set Up Proxy
Accounts for Each
Family Member

The Patient Portal gives patients secure access to their electronic health records. We're always striving to improve the quality of our communications. The Patient Portal is an exciting tool that helps us connect our patients with their providers and test results.

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 FAMILY PRACTICE

& Preventive Care

We are most proud of our rich history of medical providers and staff at Smith County Family Practice. Over the years, we have been blessed with a variety of qualified and community-minded providers, a virtue that we strongly believe comes from years of teamwork. As part of our commitment to serving our community, we are thrilled to welcome new patients!

Smith County Family Practice remains dedicated to saving lives and improving the health of our community. Our focus is always on patient safety and quality in healthcare delivery. We believe that everyone deserves access to high-quality care, and we strive to create an inviting and supportive environment for all. Whether you're seeking routine care or specialized services, we are here to provide personalized attention and support on your health journey. Join us today and experience the compassionate care that has defined our practice for years!



MISSION

Setting the standard of excellence in healthcare for North Central Kansas.



VISION:

To do the right thing every day for the health of our patients, the development of our staff, the transparency of leadership, the confidence of our communities, and the improvement of systems.



VALUES AND CULTURE

Compassion – Coworkers, patients, and guests feel appreciated. We care for and support the well-being of each other. Patient care extends to physical, mental, emotional, and spiritual support.

Quality – Evidence-based practices ensure that care provides the best outcome possible. We hold ourselves accountable by measuring outcomes of care and service.

Access – Patients and guests have access to see their provider and receive services needed in a timely way. We strive to offer and add services necessary to preserve and improve healthcare.

Stewardship – Human and financial resources are used responsibly in the delivery of care.

Leadership – We are encouraged to grow in our careers through continuing education, membership and leadership roles in professional organizations, and by teaching and training others. As an organization, the hospital strives to be seen as a healthcare leader.

Community Engagement – We are encouraged to be engaged in local and surrounding communities to pursue personal fulfillment, to represent the hospital as a business partner, and to better know our patients' needs.



PATIENT PACKET



EMPOWERING YOUR HEALTH: The Importance of a Preventive Care Schedule



Developing a preventive care schedule with your healthcare provider is essential for maintaining optimal health and well-being. Preventive care focuses on routine check-ups, screenings, and vaccinations designed to catch potential health issues before they become serious. By establishing a schedule, you create a proactive approach to your health, enabling you to address concerns early and effectively.



Regular visits allow your provider to monitor vital health indicators, discuss lifestyle choices, and adjust preventive measures tailored to your specific needs. This proactive engagement fosters a strong patient-provider relationship, empowering you to take charge of your health journey. Preventive care can significantly reduce the risk of chronic diseases, such as diabetes, heart disease, and certain cancers, leading to improved quality of life and longevity.



Additionally, having a consistent schedule ensures that you stay up-to-date with necessary screenings and vaccinations, protecting not only your health but also the health of those around you. It also provides an opportunity to discuss any changes in your health or lifestyle, ensuring that your care remains aligned with your evolving needs. Overall, a preventive care schedule is a vital tool in achieving and maintaining lifelong health and wellness. We encourage you to talk with your provider about critical preventive care health screenings.

Smith County Family Practice was awarded the Certificate of Commitment to Clinical Excellence from The University of Kansas Health System Care Collaborative.





Chef Steve's community health partnership with Gene's Heartland Foods makes finding exciting, healthier ingredients a breeze. Look for Chef Steve's Grab Good labels on the ingredients he selects at Gene's. Scan the QR code for instant access to Recipes, Pro Tips from a Registered Dietitian, and How-To Cooking Videos. It's never been easier to cook healthy and tasty meals.



WITH CHEF STEVE'S GRAB GOOD, MAKING HEALTHY LIFESTYLE CHANGES IS NOT JUST EASY, IT'S A BREEZE!

“

Taking action based on your willingness and knowledge is a physical expression of your desire to experience healing. There is extraordinary power in translating your intention into action!

- Chef Steve

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COMMUNITY RESOURCES

988 Mental Health Crisis Line (24/7) for Suicidal, Depression, Anxiety, Trauma, or Substance Use Support . . . Call or Text 988	
High Plains Mental Health: Offices located in Osborne, Phillipsburg with additional outreach at Smith County Memorial Hospital's Specialty Clinic	785-628-2871
Veterans Suicide Prevention Lifeline	988 (THEN PRESS 1)
Options Domestic Violence Hotline	800-794-4624 or Text 847411
Smoky Hill Foundation Addiction Treatment	785-625-5521
Alcoholics Anonymous	785-282-4679
Valley Hope Alcohol and Drug Treatment Center	785-871-4258
Safe Rides Smith County Sheriff: 24/7, 365 day free rides if your impaired due to substance use	785-282-5180
KanQuit Free Tobacco QuitLine.	800-784-8669
Smith County Health Department Home Health, Parenting, Family, and Laundry support services	785-282-6656
Heart Choices confidential support for those with an unexpected pregnancy	785-282-6924
Department of Children and Families	785-543-5258
Smith County Family Practice Immunizations	785-282-6834
K-State Research and Extension's Post Rock District educational resources for all stages of life	785-282-6823
North West Kansas Area Agency on Aging Prescription Assistance and Resources.	785-628-8204
SC Public Transportation Community Connection City Van 785-620-7526 and County Van: 785-282-4248	
Smith County Senior Center	785-282-3800
Smith Center Food Pantry	3rd Wednesday 5:30 to 6:30 PM New Covenant Church
Kensington Senior Community Center	785-476-2224
Kensington Food Pantry	785-476-2224
Hospice Services	785-543-2900
Medicaid Kansas Department for Aging and Disability Services (KDADS)	785-628-1066
Medicare Social Security Administration	785-625-3496
Poison Control	800-222-1222
Human Trafficking Hotline	888-373-7888
Problem Gambling Hotline	800-522-4700
Disaster Distress Helpline.	800-985-5990

PLEASE
CALL



IN AN EMERGENCY

SMITH COUNTY MEMORIAL HOSPITAL



FAQs

FREQUENTLY ASKED QUESTIONS

LAB SERVICES

Do I need to fast 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.

How long does it take to get lab results?

Most results are available within a few days, but some specialized tests may take longer. 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. Again, these results will fax or print to your doctor's office via our computerized automated fax system when they are complete. You may also access your lab results through our patient portal (please talk with your registration specialist to sign up for the patient portal).

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. The laboratory phlebotomy station is open Monday through Friday 7am to 5pm. We serve our outpatients on a first come, first serve basis. After hours or Sunday blood draws may be arranged. Please contact the laboratory for this service at (785) 282-6845.

PHYSICAL THERAPY

How many sessions will I need?

The number of sessions varies based on your condition and treatment goals; your therapist will provide a plan.

What should I wear to my physical therapy appointments?

Wear comfortable, loose-fitting clothing that allows for movement and access to the areas being treated.

Will my insurance cover physical therapy?

Coverage varies, so check with your insurance provider about your specific plan and benefits.

What can I expect during my first physical therapy visit?

You will undergo an evaluation, and the therapist will discuss your goals and develop a treatment plan.

Can I continue my normal activities while in physical therapy?

Your therapist will advise you on activity modifications based on your treatment plan and progress.



IMAGING

What should I do to prepare for my imaging appointment?

Preparation may include fasting, wearing loose clothing, or avoiding certain medications, depending on the type of imaging.

Will I receive the results immediately after my imaging?

Results are typically reviewed by a radiologist and then sent to your doctor, so you may not receive them on the same day.

How should I prepare for my mammogram?

It's recommended to avoid using deodorants, lotions, or powders on the day of your appointment, as they can

interfere with the imaging. Wear a two-piece outfit for easy access to the breast area.

What can I expect during the mammogram procedure?

The procedure typically involves compressing each breast between two plates for a few seconds while images are taken. It may be slightly uncomfortable, but it's usually quick.

How long will it take to get my mammogram results?

Results are typically available within a few days, and your healthcare provider will discuss them with you. If further evaluation is needed, you may be contacted sooner.

NOMINATE STAFF FOR A SCMH SERVICE MEDALLION



SCAN ME

Smith County Memorial Hospital (SCMH) medallions are an honorary recognition awarded by the SCMh Spark Force employee engagement group on the basis of merit for superior performance, special acts of service, or other personal efforts that substantially exceed normal standards or expectations and result in improved operations and services.

If you or your loved ones have had an exceptional experience at Smith County Memorial Hospital, we encourage you to nominate our hardworking and dedicated staff members for an honorary SCMh service medallion. The staff at SCMh strive to go above and beyond to ensure that every patient receives the best possible treatment and experience during their stay.

Their compassionate and respectful approach towards patients and their families is truly appreciated, and their teamwork and collaboration with one another create a positive work environment that fosters a culture of excellence.

Recognizing the efforts of our amazing staff members with an honorary service medallion would be a fantastic way to show your appreciation for their exceptional work and commitment. So, please don't hesitate to nominate your teammate or someone who has made your healthcare experience at SCMh unforgettable.

Scan the QR code to complete a quick nomination or ask any staff member for a paper form. Thank you for your kindness and encouragement!



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.

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



- 1] Go To: G.PAGE/SCMHKS/
- 2] Scroll to Review section
- 3] Add ★★★★★ and write a review



REVIEW US ON



- 1] Go To: FACEBOOK.COM/SCMHKS/REVIEWS
- 2] Click Review
- 3] Add ★★★★★ and write a review



Hospital Main Phone

785.282.6845



Billing & Financial Services

785-686-3146

Patient Services

785.282.6845 ext. 1510

Patient Rooms

785.282.3742 ext. _____

WWW.SCMHKS.ORG

921 E. HWY 36, P.O. BOX 349, SMITH CENTER, KS 66967



SMITH COUNTY
MEMORIAL HOSPITAL