

February 2009



Patient/Visitor Guide



Owensboro
Medical Health System

Our mission is to heal the
sick and to improve the
health of our community.

omhs.org

To our Patients, Families & Visitors:


Owensboro Medical Health System provides everyone who chooses our hospital compassionate, quality care, combined with the latest technology in a friendly and clean environment. We strive to offer a wide variety of services, up-to-date treatment options and a highly trained staff that is dedicated to helping you and your loved ones. Our goal is to provide the care you deserve, while exceeding your expectations

The purpose of this guidebook is to answer your questions and assist you in getting the information you need to know about our services.

Every patient is important. Owensboro Medical serves our patients equally, without regard to race, color, sexual preference, national origin, disability, gender or religion, regardless of ability to pay.

We encourage your comments on the care you receive as a patient or the hospitality that you encounter as a family member or visitor. Please feel free to talk with our patient representative, Sandi Boswell, about any suggestions you may have for us. You may reach her by calling 270-688-2770 or dialing extension 2770 from any house phone.

Sincerely,



Jeff Barber, Dr.PH
President & CEO

Important Phone Numbers

General Information	270-688-2000
811 E. Parrish Ave., Owensboro, KY ..	42303
Admitting	270-688-1100
Beauty Shop	270-688-2249
Behavioral Health Services	
Inpatient Addiction & Mental Health	270-688-3400
Outpatient Counseling Center	
1000 Breckenridge St.	270-685-2392
Birthing Center, New Life	
Breastfeeding Services.....	270-688-3062
Home Follow-up.....	270-688-2182
Toll Free Dial '1' & then	888-299-2182
Labor & Delivery	270-688-2454
Mother-Baby Unit	270-688-2322
Nursery	270-688-2330
Pre-Pregnancy & Prenatal	
Education.....	270-688-5098
Pre-Registration	270-688-2276
Breckenridge Outpatient Imaging	
270-683-3664	
1000 Breckenridge St. 42303	
Scheduling.....	270-685-7100
Laboratory	270-688-3690
Business Office	270-685-7500
Cafeteria (Spice Cafe)	270-688-5800
Cardiac Catheterization Lab	270-688-1509
Mitchell Memorial Cancer Center	
Main Number	270-688-3600
Toll Free Dial '1' & then	800-947-7102
Clinical Trials	270-688-3691
Cancer Education	270-688-3619
Medical Oncology Inpatient	270-688-5300
Medical Oncology Outpatient	270-688-3630
Radiation Oncology	270-688-3600
Case Management	270-688-2730
Cashier	270-688-3024
Convenient Care	
2211 Mayfair Ave. 42301	270-688-1352
Coronary Care Unit (CCU) ..	270-688-2690
Foundation For Health, The	
2211 Mayfair Av. 42301	270-688-2113

Gift Shop	270-688-4183
Florist	270-688-2410
HealthPark	1006 Ford Av. 42301
Cornerstone Café.....	270-688-4777
CPR Training Center	270-688-4881
Diabetes Health Resource	
Center	270-688-4804
Golden Partners	270-688-4855
Health & Fitness Center	270-688-5433
Membership Services	270-688-4814
Health Resource Center	270-688-4811
Nutrition	270-688-4811
Outpatient Imaging	270-688-4800
Lab.....	270-688-4820
Radiology	270-688-4830
Registration	270-688-4800
Outpatient Therapies	270-683-9355
PlayPark	270-688-4775
Health Information Management (Medical Records)	270-688-3160
Heart Center	
Cardiac Echo	270-688-1519
EKG	270-688-1501
Recovery Unit.....	270-688-1550
Home Care	
2211 Mayfair Ave. 42301	270-688-2182
Toll Free Dial '1' & then	888-299-2182
Human Resources	270-685-7700
ICU/CCU/Surgery Waiting ..	270-688-4371
Intensive Care Unit	270-688-2080
Joint Replacement Center	270-688-4200
Laboratory	
Central Scheduling for Hospital and	
HealthPark Labs	270-685-7100
Hospital Inpatient Lab	270-688-2930
HealthPark Lab, Ford Ave.	270-688-4820
Owensboro Mercy Clinical Laboratory (OMCL)	
1000 Breckenridge Medical Plaza	
.....	270-926-2943
OMCL Office	270-684-1940
Library	270-688-2167

Important Phone Numbers

Lifeline Emergency Response

1006 Ford Av. 42301270-688-4841

Marketing & Public Relations

.....270-685-7190

McAuley Clinic

501 Walnut St. 42301270-926-6575

Nursing Education.....270-688-3050

Nursing Services.....270-688-2800

Occupational Medicine (WorkHealth)

2211 Mayfair Ave. 42301.....270-688-1351

Outpatient Scheduling270-685-7100

Outpatient Surgery270-688-2500

Pastoral Care270-688-4159

Patient Information.....270-688-2010

Patient Representative

.....270-688-2770

Physical Therapy

Inpatient270-688-3090

Outpatient 1006 Ford Av. 42301

.....270-683-9355

Purchasing270-688-3080

Radiology

Scheduling.....270-685-7100

RDI-A Service of Owensboro Medical Health System

1000 Breckenridge St., 42303..270-688-3664

1006 Ford Av., 42301.....270-688-4830

The Springs.....270-926-8171

Regional Rehabilitation Center

.....270-688-4300

Respiratory Therapy.....270-688-2880

Security.....270-688-2980

Speech/Audiology

2211 Mayfair Ave. 42301.....270-688-6140

TDD & Voice.....270-688-3719

Transitional Care Center270-688-3300

Volunteer Services270-688-2134

Wound Healing Center

1325 Triplett St. 42303.....270-688-4325

Toll Free Dial '1' & then866-650-4325

Physician Specialties

Ask for a Physician Directory at the Information Desk
or for the most current listing visit our Web site at www.omhs.org

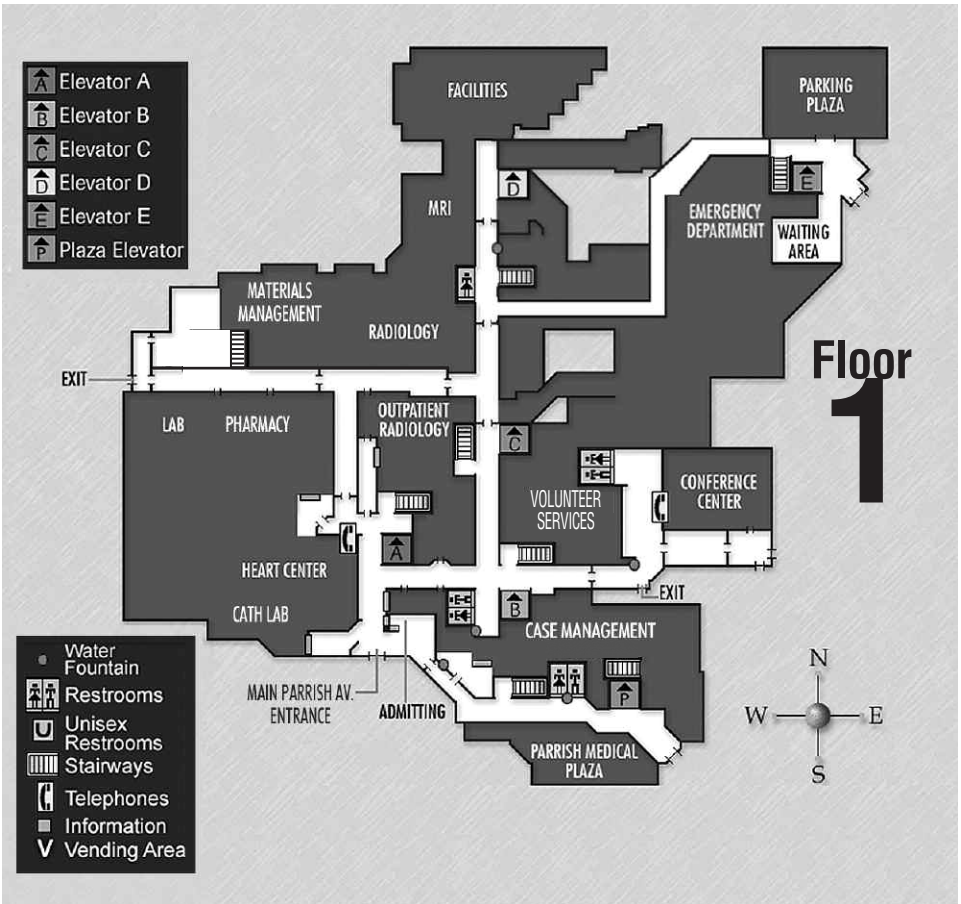
Allergy/Immunology
Anesthesiology
Cardiac, Vascular, and
Thoracic Surgery
Cardiology
Dermatology
Emergency Medicine
Endodontics
Gastroenterology
General Dentistry
General Surgery

General/Family
Practice
Infectious Disease
Internal Medicine
Medical Oncology
Nephrology
Neurology
Neurosurgery
Obstetrics/Gynecology
Ophthalmology
Oral Surgery

Orthopedics
Otolaryngology
Pathology
Pediatric Dentistry
Pediatrics
Periodontal Surgery
Physiatry/Physical
Medicine &
Rehabilitation
Plastic/Reconstructive
Surgery

Psychiatry
Pulmonology
Radiation Oncology
Radiology
Rheumatology
Sleep Disorders
Urgent Care
Urology
Wound Care

First Floor



First Floor

Admitting270-688-1100

Information & Pre-registration

All patients being admitted for an inpatient stay or an outpatient test or treatment must be registered. If you are scheduled for diagnostic testing, you may be contacted by phone and pre-registered. If you are pre-registered, you should go directly to the point of service.

Admitting Hours

Mon.–Fri.5:00 a.m. - 9:00 p.m.
Saturday5:00 a.m. - 1:00 p.m.

All other hours enter through the Emergency Room (off Breckenridge Street).

For inpatient and outpatient admission, use the Parrish Avenue entrance. Parking is available adjacent to the Parrish entrance and also across Parrish Avenue. Valet parking is available Monday–Friday 7:00 a.m.–6:00 p.m.

Owensboro Medical Health System serves the healthcare needs of an eleven-county area with a population of more than 300,000 in western Kentucky and southern Indiana. Our mission is to heal the sick and to improve the health of the community. We are committed to providing early intervention, high quality care and health education, as well as prevention and wellness programs.

Daviess County is our primary service area, with 95 percent of area residents choosing OMHS for health care services. The hospital also serves eight additional Kentucky counties – Breckinridge, Hancock, Henderson, Hopkins, McLean, Muhlenberg, Ohio and Webster and two Indiana counties – Perry and Spencer.

We are a full service hospital, licensed for more than 447 beds with a workforce of 3,100, making OMHS the largest employer in Western Kentucky.

Information Desk

.....270-688-2010 & 270-688-2011
The information desk, located at the Parrish Avenue entrance of the hospital, is staffed by volunteers from 8 a.m. - 8 p.m., Monday - Friday to assist you with patient information and directions.

Volunteer Services 270-688-2134

Volunteers provide mail, floral and newspaper delivery to patients as well as various other services. Mail delivered to the hospital after you have been discharged will be forwarded directly to your home.

Lost & Found 270-688-2134

Lost and Found is located in Volunteer Services on the first floor.

Elevators

Five sets of elevators serve patients and visitors at OMHS.

Elevator A – Parrish Avenue lobby entrance. Provides access to administrative offices, Outpatient Surgery, Endoscopy and Surgery waiting areas on the second floor. Cardiac Stepdown (3-5), Medical Fourth (4-4), Neuro/Renal (4-5), Medical Telemetry (5-5) and Medical/Geriatrics (6-5).

Elevator B – Off the main corridor past the Cashier's Office. Provides access to General Surgery (3-1), Orthopedics (4-1) and Women's Surgical Care (6-1).

Elevator C – Located in the center of the building. Provides access to the Cafeteria, Volunteer Services and New Life Birthing Center (second floor), Pediatrics (3-2), Transitional Care Center (3-3), Joint Replacement Center (4-2), Regional Rehabilitation Center (4-3), Oncology (5-3) and Nursing Education (sixth floor).

Elevator D – Located in the north end of the building. Provides access to the Medical Library and Medical Staff support offices.

Elevator E – Located in the foyer leading to the Emergency Room and New Life Birthing Center on the Breckenridge side of the Parrish Campus. Connects the hospital with the Breckenridge Medical Plaza.

Plaza Elevator – Located in the Parrish Medical Plaza

Cashier

270-688-3024

The Cashier's office is located on the first floor just off the Parrish Avenue entrance. Questions about bills and payment procedures should be directed to this office. Hours: Monday – Friday from 8:00 a.m. - 4:30 p.m.

Emergency Department

270-688-2911

The ER is designed with you and your family in mind - to make your visit more comfortable, personal and prompt. It has 22 private rooms for emergency situations and 11 private Fast Track rooms, all divided into 4 different sections -

Fast Track - sutures, splints, sprains, abrasions, etc.;

Trauma - car accidents, heart attacks, etc.;

Acute - chest pain, strokes, diabetic conditions, etc.; and

Medical - OB/GYN, ear-nose-throat, kidney stones, etc.

With separate treatment areas, you can have more privacy and precise attention. The majority of our ER nurses are Advanced Cardiac Life Support, Emergency Nursing Pediatric Course and SANE (sexual assault nurse examiner) certified. Eleven physicians and a staff of approximately 60 nurses and 30 ER technicians are ready to serve you 24 hours a day, 7 days a week.

Emergency Room Parking

The ER is directly connected to the Visitor Parking Plaza with the first floor designated as ER parking and a covered drive for patient entrance.



Heart Center 270-688-1501

OMHS has an affiliation agreement with Jewish Hospital Heart and Lung Institute and University Cardiothoracic Surgical Associates (UCSA), Louisville, for its cardiovascular services. The Jewish Hospital Heart and Lung Institute provides management and medical oversight for the OMHS heart program, stationing a full-time executive director in Owensboro, along with cardiac surgeons from UCSA.

The affiliation agreement, established in September 2003, represents a continued commitment by OMHS to provide quality cardiac services.

Laboratory

The full-service laboratory provides 24-hour service to inpatients and outpatients.

Laboratory

- HealthPark Diagnostic Center Lab,
Ford Ave.270-688-4820
- Owensboro Medical Clinical Laboratory (OMCL)
Breckenridge Diagnostic Center
1000 Breckenridge St.270-688-3690

Frequently Asked Lab Questions

Q. Why is my blood specimen drawn so early in the morning?

A. Many times your physician makes rounds very early and requests that the results be available for review at that time. In order for the tests to be processed, it is necessary for the specimen to be collected early.

Q. Why are several tubes taken at the same time?

A. Specific lab tests require different tubes and are dependent on the test ordered.

Q. Why is this test being ordered?

A. Lab tests are useful in diagnosing many types of illnesses and your physicians order various tests for different reasons. Ask your physician if you have a specific question.

Radiology 270-685-7100 (Scheduling)

OMHS Radiology provides full service imaging staffed by caring professionals in a warm, confidential setting.

Tests available:

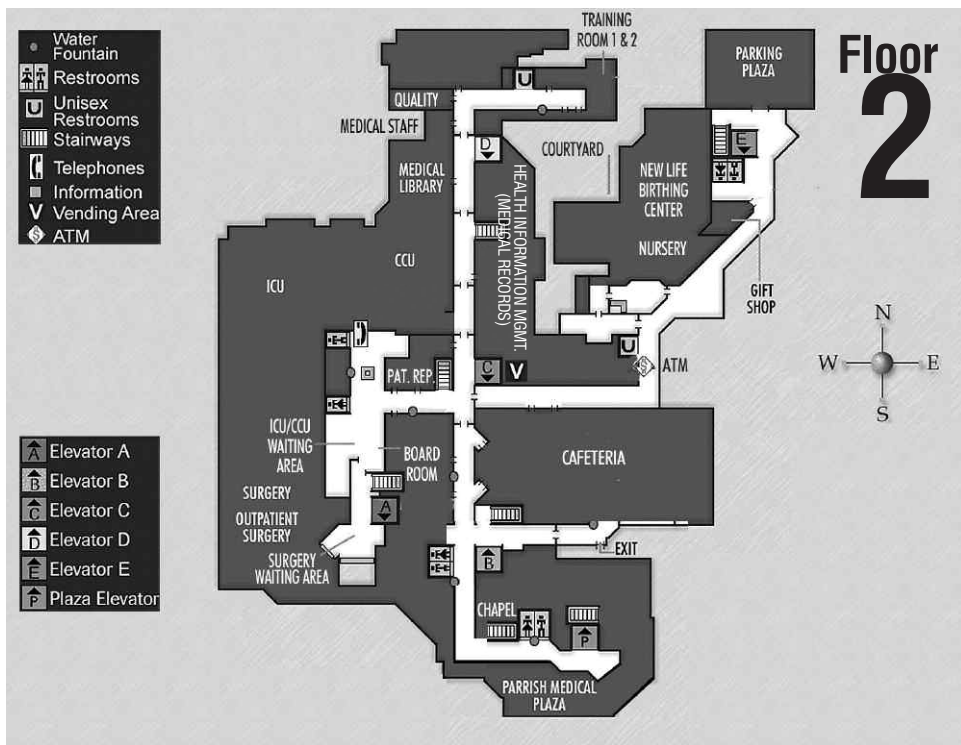
- **Cardiac Scoring**
- **X-ray**
- **Mammography**
- **Fluoroscopy**
- **Ultrasound (NEW 3-D Technology)**
- **Vascular Lab**
- **Spiral CAT Scan**
- **Nuclear Medicine**
- **MRI (Magnetic Resonance Imaging)**
- **Breast MRI**
- **Digital Mammography**
- **PET/CT (Positron Emission Tomography)**

Outpatient Radiology Locations:

RDI-A Service of Owensboro
Medical Health System

- 1000 Breckenridge St., 42303 ..270-688-3664
- 1006 Ford Av., 42301.270-688-4830
- The Springs.....270-926-8171

Second Floor



Second Floor

The Spice of Life Hospital Cafeteria

Hours: 5:00 a.m. - 10:30 a.m. 11:00 a.m. - 1:30 a.m.

The cafeteria serves breakfast, lunch and dinner and is managed by Morrison – a renowned name in food service. *The Spice of Life* serves a variety of hot meals, including a heart-healthy menu along with deli-style sandwiches, grilled short orders as well as pizza, a fresh salad bar, soup, desserts and an assortment of beverages. Vending service is also available near the cafeteria exit along with a change machine for both bills and coins.

Gift Shop

270-688-4183

Mon.-Fri. 8:00 a.m. - 7:45 p.m.
 Saturday 10:00 a.m. - 4:45 p.m.
 Sunday 1:00 p.m. - 4:45 p.m.

Just outside our New Life Birthing Center on the second floor entrance of our Parking Garage, The Gift Shop is operated by the OMHS Volunteer Auxiliary. It features personal items, magazines, books, candies, toys and flowers. All proceeds support volunteer projects within the hospital. Free electronic greeting cards are available at omhs.org.

Coronary Care Unit (CCU)

270-688-2690

The Coronary Care Unit provides care for critically ill heart patients. All CCU employees are certified in advanced life support and work closely with our physicians in treating both urgent and emergent cardiac needs. Visiting hours are 5:00 a.m. - 7:00 a.m.; 8:30 a.m. - 7:00 p.m. and 8:30 p.m. - 10:00 p.m.

Intensive Care Unit (ICU)

270-688-2080

The Intensive Care Unit is a 16-bed station that serves medical, surgical, pediatric and obstetric patients who require aggressive therapy on a concentrated and continuous basis. Each room includes state-of-the-art equipment and technology and provides a serene atmosphere for patients and families. Please check at the Volunteer Desk for visiting hours.

ICU/CCU/Surgery Waiting Areas

Volunteer Desk:670-688-4371

The waiting areas are open 24 hours a day and are staffed by volunteers from 8:00 a.m. - 8:00 p.m., Monday through Friday. Telephones are provided for local calls. (Please limit calls to 5 minutes.)

Medical Library

270-688-2167

The Threlkel Health Sciences Library is available to visitors, patients and their families and is staffed with a librarian to assist with information needs and research. The Healing Resource Library provides a collection of books, audio-tapes and movies that can be checked out. These services are free and are available Monday through Friday from 8:00 a.m. to 4:30 p.m.

Spiritual Needs/ Pastoral Care

270-688-4159

The OMHS Pastoral Care Department ministers to the spiritual needs of patients, families and visitors in collaboration with their own pastors and churches. Recognizing the individual needs of each person, Pastoral Care respects all religious beliefs and offers support and comfort in light of each person's faith experience and religious heritage. The OMHS chapel, located on the second floor, is always open for prayer, meditation and quiet time. Spiritual helps (rosary, large print Bibles, spiritual reading materials) are available from Pastoral Care upon request.

Each day, Catholic patients are offered communion in their rooms and area churches are notified of members who are hospitalized. Staff chaplains also visit all units and a chaplain is always readily available or on call. A staff member can assist you in reaching a chaplain or your church minister or priest.

New Life Birthing Center

Nursery	270-688-2330
Mother-Baby Unit	270-688-2322
Labor and Delivery	270-688-2454
Pre-pregnancy and Prenatal Education	270-688-5098/5099
Mother/Baby Home follow-up	270-688-2182
Pre-Registration for Expectant Mothers ..	270-688-2276/270-688-1106
Lactation Consultant ..	270-688-3062



The New Life Birthing Center was designed to offer family-centered maternity care, comfort, support and convenience. Every feature is designed with an expectant mother in mind to create a relaxed and home-like birthing experience. There's special parking and direct access to the Center, private rooms and baths, a window 'bed' for dad or other family member and a solarium for visiting with family and friends.

Prenatal Education

Childbirth classes are conveniently located on site in the Education Center to help expectant mothers and loved ones learn the steps for a happy, healthy pregnancy, what to expect during childbirth and how to care for a new baby.

The OMHS BabyWeb is a free service which offers family and friends the opportunity to view pictures and pertinent information about newborns. This site includes the date and time of delivery, first name of baby, weight, length, and even a personal message from the proud parents. For security purposes, no last names are used in the system and photos are not posted until after the baby is discharged. This site also offers a guest book feature enabling friends and families to send congratulatory messages and comments. To view our online nursery, visit www.omhs.org.

Smoke-Free Facility

Owensboro Medical Health System is a smoke-free facility. While the hospital encourages you not to smoke, if you choose to smoke, you must use one of two designated areas – outside the Parrish entrance or between the Breckenridge Medical Plaza and the Emergency department.

Your hospital stay is a great time to become a non-smoker – ask your nurse about resources that are available to you to help you quit.

Surgery/Sterile Processing

OMHS offers a large scope of surgical services ranging from laparoscopic procedures such as gallbladder surgery to cardiothoracic and neurosurgical procedures. Last year alone, OMHS performed over 13,000 surgeries. The surgical area has 12 fully equipped operating rooms, including an endovascular suite - all staffed 24 hours a day.

Sterile Processing is a key to ensuring OMHS surgical procedures are successful. Services offered include cleaning of equipment, evaluating medical supplies for safety and efficiency as well as upgrading systems to ensure state-of-the art services are provided.

How to access patient education video on demand system

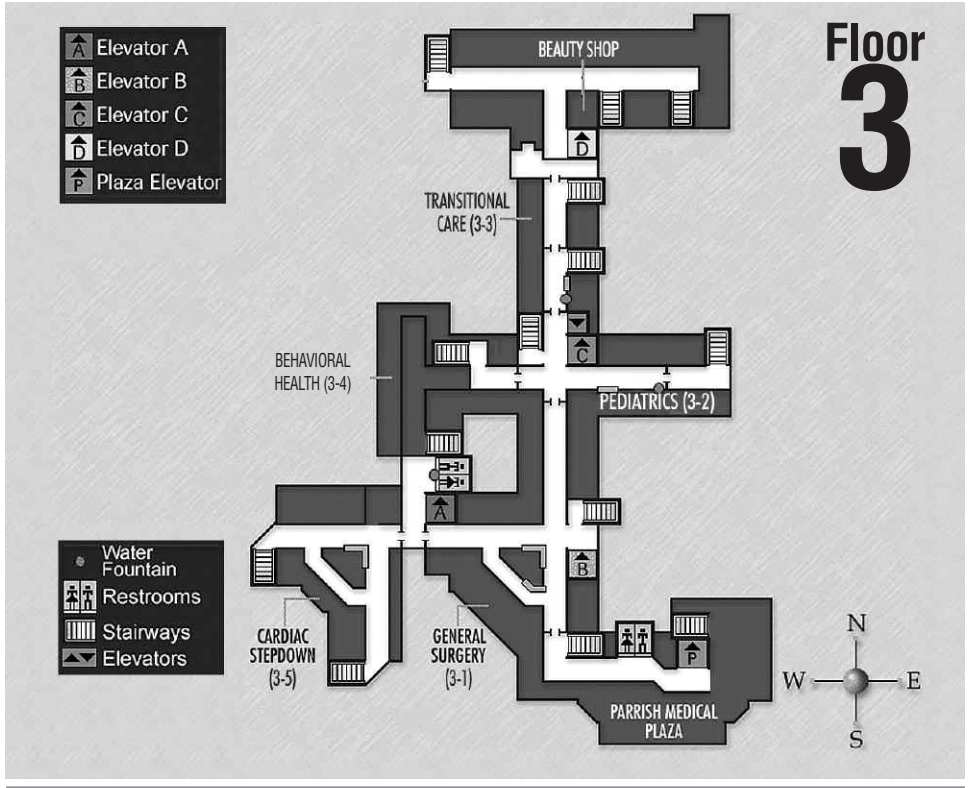
Patient and family educational videos are available 24 hours a day, seven days a week through our Video On Demand System, accessible from your telephone and displayed

on your television screen. Simply follow the instructions and learn more about your illness and treatment options. Your medical team caring for you may request you watch a particular video and can assist you with viewing the videos. This services is provide at no additional cost to you.

1. Using the phone in your room, dial extension 5557. Then follow the voice prompts. Press 1 for English or 2 for Spanish. Enter the patient's 4-digit telephone number. (Same as room number.) If the room number is not recognized by the system, you may enter one of the following default numbers instead: 7777, 8888, or 9999. If you don't have a phone in your room, please notify your medical team for assistance in viewing a video.
2. Follow the voice prompts, "Please tune your TV to a specific channel." Once you have done this press the star (*) key. The next voice prompt will ask you to select a category of videos from the TV screen by pressing a key on your telephone. Then press the number key on your phone to choose the video you want to view. To start the video press the "1" key. To go back press the * key.
3. Your instructional video will begin. Please wait a few moments to ensure the correct video is playing. If there is a problem with the video you requested or if you would like to cancel it and order a different one, please press "o". Press * for the main menu and # to quit.

Third Floor

Floor 3



Third Floor NURSING UNITS

General Surgery

(3-1)270-688-3100

Rooms 3101-3126, Use Elevator A

General Surgery is a 26-bed unit that provides care to adult surgical patients. Unit 3-1 is equipped with cardiac monitors for surgical patients. Most rooms are private rooms.

Pediatrics

(3-2)270-688-3200

Rooms 3201-3214, Use Elevator C

Pediatrics is a 15-bed unit that delivers comprehensive medical and surgical care to infants, adolescent and adult patients. An observation area is maintained for children requiring frequent or constant attendance.

Transitional Care Center

(3-3)270-688-3300

Rooms 3301-3318, Use Elevator C

The Transitional Care Center is a 30-bed skilled nursing facility that offers skilled nursing care and rehabilitative services during the short-term transitional period after an illness or surgery.

Behavioral Health

(3-4)270-688-3400

The behavioral health unit provides care for up to 12 patients in a safe, nurturing environment for those suffering from an acute phase of mental or emotional illness. Care is tailored for the specific needs of the patient. As added protection for the patient, OMHS refrains from releasing the identity or location of patients admitted to this unit.

Cardiac Stepdown

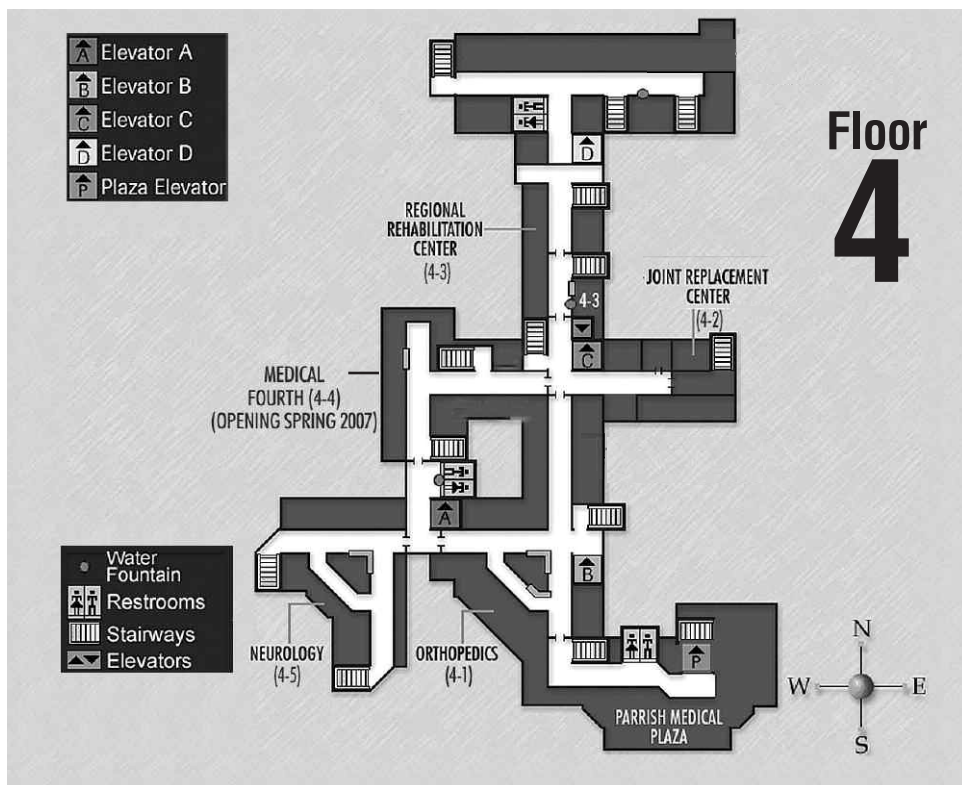
(3-5)270-688-3500

Rooms 3501-3530, Use Elevator A

Cardiac Stepdown is a 30-bed unit that delivers care to adolescent and adult patients who have heart and circulation problems. Care is focused on treating the problem as well as providing education on prevention, improving lifestyle and quality of life.



Fourth Floor



Fourth Floor

NURSING UNITS

Joint Replacement Center

(4-2)270-688-4200

Rooms 4201-4211, Use Elevator C

The Joint Replacement Center is a 10-bed unit that provides specially trained and dedicated professionals focused in care and therapy for knee, hip or other joint replacement patients.

Orthopedics

(4-1)270-688-4100

Rooms 4101 - 4115, 4122 - 4126

Use Elevator A

The Orthopedic Unit is a 20-bed station that delivers comprehensive medical care to orthopedic and gastrointestinal patients. Telemetry and surgery patients are also cared for in this area.

Rehabilitation

(4-3)270-688-4300

Rooms 4301-4311, Use Elevator C

The Regional Rehabilitation Center is a 20-bed Commission on Accreditation of Rehabilitation Facilities (CARF)-accredited comprehensive inpatient rehabilitation program consisting of both private and semi-private rooms as well as therapy and dining areas. It offers 24-hour nursing care and rehabilitative services for individuals recovering from a debilitating illness or injury.

Neurological/Renal

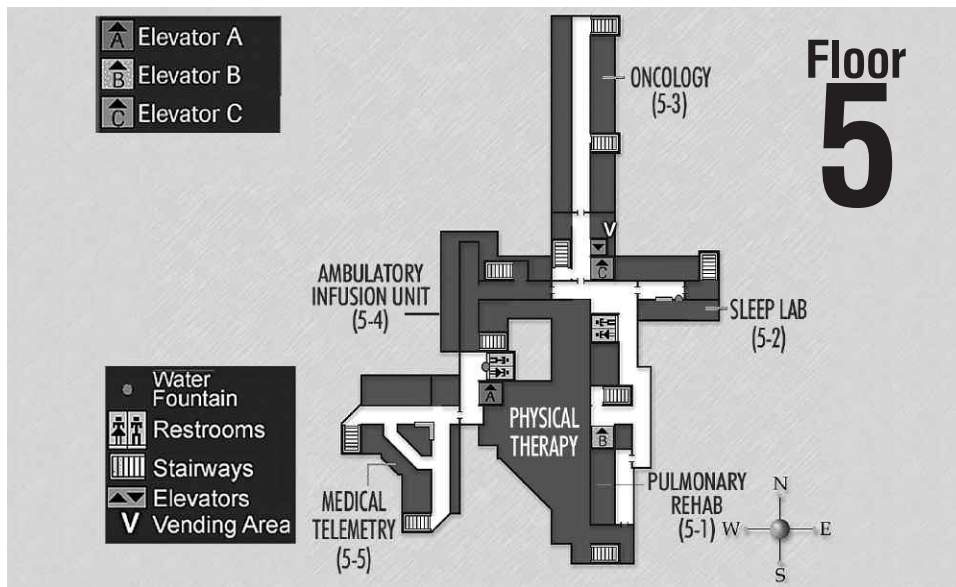
(4-5)270-688-4500

Rooms 4501-4530, Use Elevator A

The Neurological/Renal unit is designed to provide a level of care between a critical care unit and an acute medical-surgical unit. The most frequent diagnoses admitted include lumbar and cervical radiculopathy, cerebral vascular accident (CVA), transient ischemic attack (TIA), head injury, acute and chronic renal failure and vitrectomy. Eight remote telemetry and five centrally monitored beds are available.



Fifth Floor



Fifth Floor

Therapeutic Services

(PT/OT/SLP), Use Elevator A

Therapeutic Services include Physical Therapy, Occupational and Speech Therapy, and Audiology.

Pulmonary Rehab

(5-1)270-688-5114

Use Elevator B

Oncology

(5-3)270-688-5300

Rooms 5301-5320, Use Elevator C

The Oncology/Hematology unit offers a multi-dimensional approach to the assessment and care of adult patients with cancer and medical diagnoses. Services include administration of chemotherapy, care of immunosuppressed patients and pain control. The unit recently relocated to offer

more space for patients and families, with more private rooms and family suites and a lounge and refreshment area.

Ambulatory Infusion Unit

(5-4)270-688-2463

Use Elevator A

Designed to meet the needs of outpatients who require intravenous medications or placement of invasive catheters.

Medical Telemetry




(5-5)270-688-5500

Rooms 5501-5530, Use Elevator A

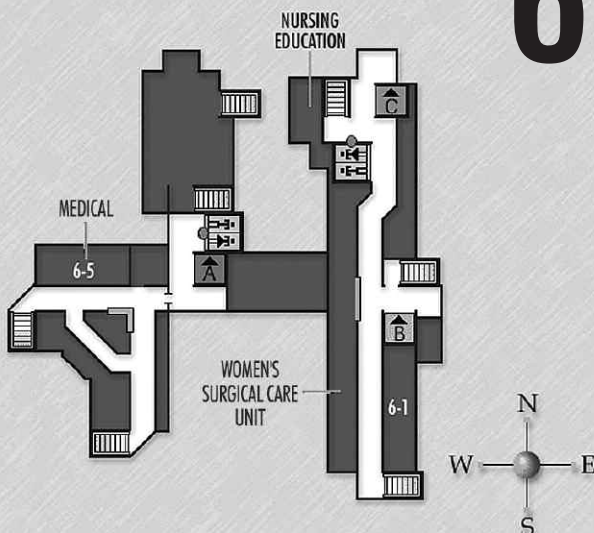
Medical Telemetry is a 30-bed unit that delivers care to adult and geriatric medical and surgical patients with cardiac dysrhythmias, cardiac disease and various other general medical conditions that require telemetry monitoring.

Sixth Floor

Floor 6

-  Elevator A
-  Elevator B
-  Elevator C

-  Water Fountain
-  Restrooms
-  Stairways
-  Elevators



Sixth Floor NURSING UNITS

**Women's Surgical Care Unit
(6-1)**270-688-6100
Rooms 6101-6130, Use Elevator B

This unit for women's surgical care was designed to serve the needs of gynecological and other surgical patients.

**Medical
(6-5)**270-688-6500
Rooms 6501-6530, Use Elevator A

The 30-bed Medical unit cares for patients with general medical conditions and also offers medical detoxification for alcohol and drug addiction.

Your Rights As A Patient

We consider you a partner in your hospital care. When you are well informed, participate in treatment decisions, communicate openly with your physician and other health professionals, you help make your care as effective as possible. OMHS encourages respect for the personal preferences and values of each individual.

Patient Representative, Sandi Boswell 270-688-2770



We encourage your comments on the care you receive as a patient and the hospitality you find as a family member or visitor. Should you have a suggestion, comment or question while you are here please call or visit the Patient Representative located on the second floor between Administration and ICU/CCU Surgery Waiting Area. The Patient Representative can be of assistance by answering questions concerning hospital policies and procedures or by directing your inquires to the appropriate person.

Patient Rights:

1. To be given treatment and/or accommodations that are available or medically indicated, regardless of HIV status, age, color, handicap, race, creed, sex, national origin or sources of payment for care.
2. To be given considerate, respectful care at all times and under all circumstances, with recognition of your personal dignity.
3. To wear appropriate personal clothing and religious or other symbolic items as long as they do not interfere with diagnostic procedures or treatment.
4. To be interviewed and examined in reasonable privacy; to have a person of your sex present during certain parts of a physical exam or procedure; not to remain undressed any longer than is required for the medical purpose of an exam or treatment.
5. To expect that monitoring the quality of your care by others will be done only with your written authorization.
6. To request a transfer to another room if you are unreasonably disturbed by another patient or visitor.
7. To be placed in protective privacy when determined necessary to ensure your personal safety.
8. To consult with a specialist at your request and expense.
9. To have visitors and to communicate with others either verbally or in writing. If there is a language barrier the hospital will make every effort to provide an interpreter or necessary auxiliary aids and services.
10. To request and receive an itemized and detailed explanation of your total bill for hospital services.
11. To be told quickly, if the hospital is notified, that you are not eligible for insurance, Medicare, Medicaid or other reimbursement for the cost of your care.

Patient Responsibilities:

1. To the best of your knowledge, provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to your health.
2. To report unexpected changes in your condition to your attending physician.
3. To follow, to the best of your ability, all reasonable instructions prescribed by your physician and those working under direction, including nurses and other hospital personnel, or question any instructions you do not understand.
4. To keep, to the best of your ability, all appointments scheduled for you.
5. To show consideration for other patients by following all hospital rules.
6. To provide information concerning your ability to pay for rendered services and to work with the hospital in assuring that you pay all charges according to your ability.
5. To show consideration for other patients by following all hospital rules.
6. To provide information concerning your ability to pay for rendered services and to work with the hospital in assuring that you pay all charges according to your ability.

Hospital Responsibilities:

1. To provide you with a safe and clean environment.
2. To protect your privacy and keep the records and communications about your care confidential in accordance with the law and professional ethics.
3. To provide you the name of any person providing treatment or care and the person's relationship to the hospital.
4. To provide you with information about this hospital's relationship to any other health care institution regarding your care.
5. To tell you of the need for transfer to another healthcare facility, and the alternatives to such a transfer.
6. To let you refuse treatment to the extent permitted by law and fully inform you of legal and physical ramifications which could result from such action.
7. To tell you in advance of any research project which would involve you and your right to refuse involvement.
8. To recommend consultation with other physicians when indicated.
9. To listen and discuss with you any questions about charges for professional services, or complaints that you may have.
10. To provide you with reasonable continuity of care while a patient here, and after your dismissal from the hospital.

Physician Responsibilities:

The hospital relies on your physician to provide you with information about your diagnosis, treatment, expected and unanticipated outcomes of treatment, risks involved and prognosis.

The rights and responsibilities listed here are designed as a summary of the hospital's complete patient rights and responsibilities policy. If you would like to read the entire policy, please ask your nurse.

Your Rights Under Kentucky Law To Make Decisions About Medical Care

Federal law requires the hospital to give you written information about your rights under state law to make decisions about your medical care. The following is a summary of those rights.

Confidentiality

A hospital representative will take you to your room. Once you are settled, several members of the hospital staff, each with specific duties, will visit you. They will ask you for information or perform certain tests that become part of your patient chart. Your medical records, communications regarding your medical condition and course of treatment are confidential.

Informed Consent

Your health care provider must obtain your informed consent (or the informed consent of your legally authorized representative) before treatment is provided. You must be informed about the procedure to be performed, the medically acceptable alternative procedures or treatment. Your informed consent is not required in the event of a medical emergency where you are unable to consent and your life is at risk.

Consent for the treatment of children (under age 18) must as a rule, be given by the child's parent or legal guardian. State law permits children to consent for their own treatment in certain circumstances, including:

1. Emancipated minor (married, financially independent or has borne a child),
2. Emergency treatment,
3. Treatment for alcoholism or other drug abuse or addiction,
4. Examination services to gather physical evidence for sexual offenses, and
5. Outpatient mental health counseling and inpatient treatment of mental illness (age 16 or older).

Your consent is given by signing a consent form furnished by the hospital. A general consent is signed at your admission and other consent forms for specific procedures or treatments may also be used during your hospital stay. You may refuse treatment in writing or by telling your caregivers.

Patients who feel that any issues were not resolved to their satisfaction may file a formal written grievance with the patient representative. Patients may also file a complaint with the Kentucky Department for Health Services, Office of Inspector General, Division of License and Regulations, Region A, Western State Hospital, P. O. Box 2200, 2400 Russellville Road, Hopkinsville, KY 42240; (270) 889-6052, Ext. 1201. In addition, if you are a Medicare patient, you have the right to file an appeal with the Peer Review Organization.

Durable Power of Attorney

Under state law, you may designate someone to whom durable power may be given to make health care decisions for you. A durable power is exercised by your designated “attorney” when you are disabled or incompetent and may go into effect when it is signed and continued throughout your disability or it may become effective only when you become disabled or incapacitated. It must be written, witnessed and notarized.

If you want to know more about your rights as a patient, advance directives or powers of attorney, please contact the hospital’s Patient Representative at 270-688-2770.

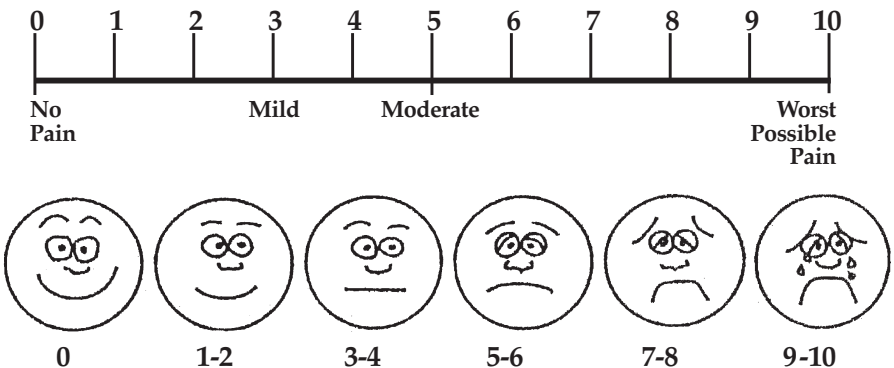
Pain Management

Our nursing staff is committed to making patient treatment and care as comfortable as possible. To help accurately assess pain, we request that each patient rate pain intensity using the 0-10 Pain Scale illustrated below.

A rating of zero indicates that a patient is experiencing no pain at all; a rating of ten indicates that the intensity of the pain is the worst the patient has ever experienced. Using these reference points, patients should score pain often and establish a pain goal – the level of pain that a patient is able to handle and continue to perform activities necessary for recovery such as walking, turning in bed, bathing, deep breathing and coughing.

As patients become uncomfortable, they should ask the nurse to take steps (such as medication) to relieve pain. Families may be requested to help establish pain goals for small children or patients who are unable to communicate.

Pain Rating Scales



Pain Management continued

As a patient at Owensboro Medical Health System, you can expect:

- Information about pain and pain relief measures,
 - A concerned staff committed to pain prevention and management,
 - Health professionals who respond quickly to reports of pain,
 - Health professionals who believe your reports of pain, and
 - State-of-the-art pain management.
-

Patient Responsibilities

As a patient at this hospital, we expect that you will:

- Ask your doctor or nurse what to expect regarding pain and pain management,
- Discuss pain relief options with your doctor and nurse,
- Work with your doctor and nurse to develop a pain management plan,
- Ask for pain relief when pain first begins,
- Help your doctor and nurse assess your pain,
- Tell your doctor or nurse if your pain is not relieved, and
- Tell your doctor or nurse about any worries you have about taking pain medication.

OMHS clinical staff offers the following:

- A pain scale to assess your pain,
 - Assists patients in establishing a pain goal to manage pain,
 - Medication and other measures of comfort ordered by your physician and
 - Information about using pain - medications as well as myths and - misconceptions about pain relief.
-

Ethics

The Ethics Committee is an interdisciplinary team with a broad representation. The team exists to provide education concerning ethical issues, policy review, development and case consultation. The group considers issues related to all aspects of patient care, including consultation and care for the dying. Please contact the house supervisor at 270-688-2800 for any matters regarding these issues.

If you have a concern regarding patient rights and Advance Directives, please contact the Patient Representative.

In all circumstances, Owensboro Medical Health System endeavors to treat patients/clients in a respectful and ethical manner, giving reasonable consideration to their background, culture, religion and heritage.

Advance Directives

Living Will Directive

State law permits any adult (18 or over) who has the ability to make and communicate his/her consent to or withdrawal of consent for any medical procedure or treatment to do so in a living will directive. This is a written document which must be dated and signed. It must be either witnessed by two adults or notarized. Certain people may not be witnesses, including your physician, any employee of the hospital, or any of your blood relatives. The notary may be a hospital employee.

In a living will directive, you may state your wishes about withholding and withdrawal of treatment and of food and water. You may designate a surrogate in your directive, someone who will make decisions about your health care when you no longer have the ability to make and communicate your wishes. A member of your family may be your surrogate, but a hospital employee, owner, director or officer may not unless he/she is related to you.

Your living will directive is only applicable when you are no longer able to make and communicate health care decisions and you are suffering from a terminal condition or you become permanently unconscious.

Your physician and one other physician must decide whether you have a terminal condition (a condition which is incurable and irreversible and will result in death in a relatively short time).

Your living will directive is not effective and will not be followed if you are pregnant, except under certain limited circumstances.

You are responsible for telling your physician and the hospital that you have a living will directive. At the time of admission to the hospital as an inpatient, you will be asked if you have an advance directive and if so, a copy may be placed in your medical record.

You may revoke your living will directive at any time by another written document, by destroying your directive or by an oral statement in the presence of two adults, one of whom must be a health care provider. Your revocation is effective as soon as your physician or the hospital is notified.

Physicians, nurses and hospital employees may decline to comply with an advance directive for moral, religious or professional reasons. You will be notified of your provider's decision and your care will be transferred to another caregiver to comply with your directive.

Case Management

OMHS provides a team of social workers and registered nurses who specialize in discharge planning. Case managers meet with patients and their family members to help them access healthcare services they may need as they return home or transfer to another facility.

To speak with a case manager, call 270-688-2730.

How you can contribute to Patient Safety

(According to JCAHO, The Joint Commission on the Accreditation of Healthcare Organizations)

The single most important way you can help prevent errors is to be a member of your health care team.

This means taking part in every decision about your health care. Research shows that patients who are more involved with their care tend to get better results.

Medicines

Make sure that all of your doctors and nurses know about everything you are taking. This includes prescription and over-the-counter medicines, and dietary supplements such as vitamins and herbs.

Allergies

Make sure your doctor knows about any allergies and adverse reactions you have had to medicines or other items.

Prescriptions

When your doctor writes your prescription, make sure you can read it. Chances are if you can't read it, your pharmacist may not be able to read it either.

Ask for information about your medicines in terms you can understand, both when your medicines are prescribed and when you receive them.

Ask for written information about the side effects your medicine(s) could cause.

Surgery

If you are having surgery, make sure that you, your doctor and your surgeon all agree and are clear on exactly what will be done.



Teresa Carter
Patient Safety
Officer
270-688-1758

Identification

Make sure your nurse or doctor confirms your identity (ie: checks your wristband or asks your name and date of birth) before he and/or she administers any medication or treatment.

Do not accept medication or treatment from any person that you do not know or that is not properly identified by a name badge.

Hospital Discharge

When you are being discharged from the hospital, ask your doctor to explain the treatment plan you will use at home.

Other Steps You Can Take:

Speak up if you have questions and concerns. You have the right to question anyone who is involved with your care.

Ask a family member or friend to be there with you and to be your advocate (someone who can help get things done and speak up for you if you can't).

Learn about your condition and treatments by asking your doctor and nurse and research other reliable sources. Be sure you make note of any questions you may have about your illness or injury to ask your physician.

These are just a few steps you can take to help insure proper treatment for you as an informed consumer and patient.

Further inquiries may be made to: Office of Inspector, General Division of Licensure & Regulations (State): 270-889-6052, Ext. 1201. To file a complaint with JCAHO: 1-800-994-6610 or online at jointcommission.org

What To Expect At Discharge

OMHS staff wants to make your discharge process as smooth as possible. To ensure your care continues to be handled most appropriately, there are a few steps that should be taken before you leave.

- The discharge process begins when your admitting physician writes a discharge order and gives discharge instructions.
- The unit clerk will inform your nurse when any discharge orders have been written.

Your nurse will take the following steps:

- Contact all your physicians who have not written discharge orders and instructions
- Verify your medications and ask your nurse for a complete listing of medications you should continue taking
- Make any needed outpatient appointments
- Schedule your follow-up appointments
- Notify the case manager if necessary

If a case manager is needed, he or she will:

- Arrange for any necessary equipment,
- Answer insurance coverage questions, and
- Take care of any extended care needs such as home care or long term care.

Prior to leaving:

- The nurse will go over written instructions with you and your family,
- The staff will help you dress and pack, and
- A wheelchair will be arranged if needed.

If there is anything we can do to make your transition easier, please let your nurse know.

Health Care Excell

Medicare beneficiaries have the right to appeal issues surrounding quality of care, coverage decisions and premature discharge through health Care Excell. The toll-free phone number is 1-800-288-1499.

For Your Information Visit omhs.org

The OMHS website is a great source of information for the latest news at the hospital, featuring our weekly newsletter, EXTRA. You can also send free e-cards to patients, see pictures of newborns on the BabyWeb or even contact us via e-mail.

Beauty Shop270-688-2249

The hospital beauty shop is available to serve patients, staff or visitors. Services are provided in the salon, located on the third floor (near the business office, accessible from Elevator D) or in patient rooms.

Mail

Mailboxes are conveniently located in two areas of the hospital.

- The Parrish Avenue entrance of the hospital
- The main entrance of the Medical Office Building

Newspapers

Newspapers may be purchased from racks in the Parrish lobby, cafeteria, the gift shop, surgical waiting area hall and emergency room entrance.

Phone Calls

While in the building, you may phone any other patient room or office by dialing the four number extension.

Local calls

9 + number

Long distance

9-1-800-CALL-ATT (225-5288).

Valuables

Owensboro Medical Health System cannot be responsible for articles kept in patient rooms. We ask that all valuables be sent home. If this is not possible, ask your nurse to contact the Security Department who will arrange to have your valuables stored in the hospital safe until you are discharged. Cash over \$500 will be deposited and a check will be issued during Business Office hours Monday through Friday, 8:00 a.m.-4:30 p.m.

Visiting Hours

Patient Tower - 6:00 a.m. - 9:00 p.m.

ICU - 6:30 a.m. - 6:45 a.m., 11:30 a.m. - 1:30 p.m., 4:30 p.m. - 7:00 p.m., and 8:00 p.m. - 9:00 p.m.

CCU - 5:00 a.m. - 7:00 a.m., 8:30 a.m. - 7:00 p.m., and 8:30 p.m. - 10:00 p.m.

OutPatient Surgery - Monday - Friday 5:00 a.m. - 9:00 p.m. and Saturday 6:00 a.m. - 2:30 p.m.

Labor & Delivery - Two visitors during labor

Nursery - Baby may stay in mother's room from 9:00 a.m. - 8:00 p.m.

Mother/Baby Unit - 9:00 a.m. - 8:00 p.m.

Pediatrics - 8:00 a.m. - 8:00 p.m.

Rehabilitation - 4:00 p.m. - 8:00 p.m.

Transitional Care - No restriction on hours

Emergency - Two visitors for each patient.

OMHS TELEVISION GUIDE

2TVG	
3WTSN	43.....NICK
4NBC	44.....PUBLIC
5WGN	45.....BET
6QVC	46.....VH1
7FOX	47.....TVLND
8TV8	48.....MTV 2
9PBS	49.....THC
10CBS	50.....HGTV
11ABC	51.....PA2
12KET	52.....PA3
13WB	53.....PA4
14FNC	54.....PA5
15OLN	55.....OXYGEN
16SPEED	56.....DSC
17CNN	57.....TLC
19TOON	58 WEATHER
20FOOD	59.....GOLF
21DISNEY	60.....ABC FAM
22TBS	61.....FX
23TNT	62.....PIN
24USA	63.....TOON
25ADV25	65.....FOXSP
26CNBC	66.....AP
27LIFE	70.....FOX
28CMT	71.....TBN
29ESPN	72.....EWTN
30ESPN2	76.....TRAVEL
31MTV	77.....COURT
32SPIKE	81.....Welcome Channel
33A&E	82.....Patient Education*
34AMC	83.....Patient Education*
35HN	84.....Patient Education*
36E!	85.....Patient Education*
37HSN	86.....Patient Education*
38BRAVO	98.....CSPAN2
39SNBC	99.....CSPAN
40MSNBC	
41SCI-FI	
42COM	

* For instructions on viewing tapes on the Patient Education Channels dial 5557 on your bedside phone. This service is provided at no cost to our patients and visitors.

Parrish Campus Locations:



Main Hospital Campus

811 East Parrish Avenue270-688-2000

Other Parrish Campus Locations:



Breckenridge Medical Plaza

1000 Breckenridge Street

1st Floor

HealthSouth Owensboro Surgery Center

Suite 101270-683-2751

RDI-A Service of Owensboro Medical Health System

Suite 100270-683-3664

Owensboro Medical Center Lab, Inc. (OMCL)270-688-3690

3rd Floor

Pennyrile Pulmonary Critical Care

William O'Bryan, M.D.

Lingamurty Ravi, M.D.

Lalith C. Uragoda, M.D.

Suite 300270-685-7150

Owensboro Cardiovascular & Thoracic Surgeons

Doug Adams, M.D. Sohit Khanna, M.D.

Suite 301270-852-8894

Outpatient Counseling Center

Scott Chapman, M.D.

Howard Fishkoff, M.D.

Suite 303270-691-5900

Parrish Campus Locations:



Parrish Medical Plaza

815 East Parrish Avenue

2nd Floor

Western Kentucky Rheumatology Center

Mark Abshier, M.D.

Gerald Sims, M.D.

David True, D.O.

Suite 230270-688-1200



Ford Medical Plaza

2211 Mayfair Avenue

1st Floor

Convenient Care

Suite 101270-688-1352

Open 8-8 Daily

Closed Thanksgiving and Christmas

WorkHealth270-688-1351

3rd Floor

OMHS Home Care Services

Suite 309270-688-2182

4th Floor

Speech and Audiology Services

Suite 402270-688-6140

The Foundation For Health

Suite 403270-688-2113

Other Service Locations:



RDI-A Service of Owensboro Medical Health System

The Springs270-926-8171



Home Care Services

2211 Mayfair Avenue270-688-2182

Home Care offers skilled nursing, physical therapy, occupational therapy, speech therapy, social services and personal care given under your physician's orders on a part-time basis in the comfort of your home. Health care professionals come to your home to help you recover from a serious illness or injury. Home Care also offers homemaker and respite services to clients who qualify.

1006 Ford Avenue270-688-4830



Mitchell Memorial Cancer Center

Front Desk270-688-3600

Outpatient Oncology....270-688-3630

Provides chemotherapy and blood infusions.

Clinical Trials270-688-3691

As members of the Vanderbilt-Ingram Cancer Center Network, we are able to offer patients access to clinical trials. Several new trials will be available this year for those who meet eligibility criteria.

Education & Support ..270-688-3619

Community education is offered through health fairs, presentations, cancer screenings and support groups. Our Educator meets with new patients to explain treatments, side effects and available community resources. In addition, the Cancer Center Resource Library has information on all cancers, various treatments and computer access with listings of reputable web sites.

Other Service Locations:



Wound Healing Center

270-687-HEAL (4325) or 866-650-4325
1325 Triplett Street, Suite 3

The Wound Healing Center offers new ways to work with the body's natural mechanisms for healing, focusing on treating chronic, surgical and vascular wounds. A special feature of the Wound Healing Center is state-of-the-art hyperbaric oxygen therapy.



McAuley Clinic

501 Walnut Street.....270-926-6575

The McAuley Clinic is provided to improve accessibility of health, education and nutrition services to the residents in the Owensboro community regardless of ability to pay. The clinic will assist those in need of medical services to provide the best possible quality of life.



HealthPark

270-688-LIFE (5433)
1006 Ford Avenue

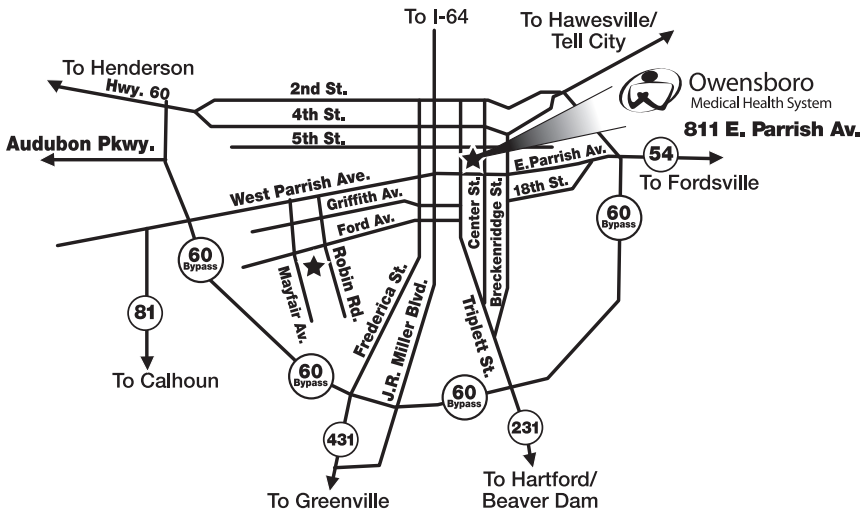
Owensboro Medical Health System's key strategy for community health improvement is the HealthPark, a 110,000 sq. ft. world-class wellness facility. The HealthPark offers a state-of-the-art medically-based health and fitness center, outpatient diagnostic services, outpatient therapy, a Health Resource Center, medical office building and a chapel and meditation garden. Our goal at the HealthPark is to provide the support people need to be successful in their health improvement efforts.

Foundation For Health

2211 Mayfair Avenue270-688-2113
Suite 402, Ford Medical Plaza

The Foundation For Health exists to support the mission of Owensboro Medical Health System, to heal the sick and to improve the health of our community. Contributions to The Foundation For Health helps provide services and programs, such as The McAuley Clinic and Fit for Life, designed to improve the health of our community and its families, now and for generations to come.

Directions from Out of Town:



From I-64:

Exit on highway 231 South, drive to the Kentucky border and cross the Natcher Bridge. Follow Highway 60 West into Owensboro, driving into downtown. Turn left on Triplett Street (one way). Follow Triplett until you see the hospital on the left. You may use our valet parking service (Monday – Friday, 7 a.m.-5 p.m.), the parking garage (behind the hospital) or any designated visitor parking area.

From US. 431S:

Follow U.S. 431 (Frederica Street) through commercial district until it intersects with Hwy. 54E (East Parrish). Turn right (east) onto Hwy. 54 (East Parrish) and follow it to the hospital. Turn left into the hospital's main entrance. You may use the Visitor Parking Garage, valet parking or park in Visitor Parking as indicated.

From Audubon Parkway:

At end of Parkway, merge right onto U.S. 60 Bypass East. Take the Hwy. 81 (Parrish Avenue) exit and turn left (east). Follow Parrish Avenue through a commercial district, past the intersection with Frederica Street and continue until you cross Triplett Street and see the hospital on the left. You may use the Visitor Parking Garage, valet parking or park in Visitor Parking as indicated.

From US 231N (Indiana):

Continue straight as you come off the Ohio River Bridge onto J.R. Miller Blvd. Follow J.R. Miller to East Parrish Avenue and turn left (east). Take East Parrish to the hospital and turn left into the Main Entrance. You may use the Visitor Parking Garage, valet parking or park in Visitor Parking as indicated.

Public Notice

OMHS Provides the Following Free of Charge:

Foreign language interpreter services and auxiliary aids, and services for deaf and hard-of-hearing persons.

These services are provided for patients/companions at no cost.

Please let us know if you need these services.

La Nota pública

OMHS proporciona libre de carga:

El intérprete extranjero del idioma atiende a y

El auxiliar ayuda y atiende a para personas sordas y duro de oído

Estos servicios son previstos a paciente/compañeros en ningún costo.

Permítanos por favor para saber si usted necesita estos servicios.

TDD & Voice 270-688-3719

Free Health Information Available On Any OMHS Television

The cornerstone of any effort to promote wellness is education.

Instant HealthLine allows you to access educational videos

on-demand 24 hours a day. Simply follow these instructions to

access a video. This service is provided free of charge.

1. Tune your TV to channel 82.
2. Pick up the phone and dial 5557.
3. Follow the voice prompts that correspond with the TV menus.
4. When prompted, enter your 4-digit phone number.
5. Select your video from the TV screen list.
6. When your video begins, hang up the phone.

**Please ask a hospital staff person if you need assistance.*