



McPherson
H O S P I T A L

Patient Care Guide

Hello!

We are honored that you have chosen us as your hospital. It is our goal to deliver the highest quality of care while providing compassionate and respectful service to our patients and their loved ones.

McPherson Hospital is committed to providing superior healthcare and exceptional service to each person every time. We strive to be a vibrant, five-star center for health, serving as our community's first choice for health and wellness.

If there is anything we can do to make your visit more comfortable or successful, please feel free to contact me at 620-241-2251, extension 322 or at sarahr@mcphersonhospital.org.

I welcome your comments, suggestions or questions.

Sarah Baker, RN, BSN
Director of Med/Surg
and ICU



Passcode Information

McPherson Hospital recognizes the importance of ensuring that communication continues with family and loved ones during a patient's stay. To optimize the ability to share information and protect the patient's privacy, a four (4)-digit passcode (referred to as PIN) is provided at each admission. It is the responsibility of the patient to share the PIN with persons they would like to receive updates regarding their current hospital stay. In an emergency or upon the inability of a patient to provide consent for disclosure, staff will use professional judgment based on the patient's best interest prior to any disclosure of information.

Your privacy passcode is:



McPherson
HOSPITAL

620.241.2250

Patient Portal

By signing up for the patient portal, you can:

- » Securely message your provider
- » View, transmit or print your Health Information
- » View or print your recent lab and/or radiology reports
- » View your Summary of Care from your recent visit

To activate, provide an email address to a registration staff member at McPherson Hospital or our clinics. You will receive an email “Welcome to McPherson Hospital Patient Portal” that allows you to set up a secure username and password.

Or call 620-241-2251, extension 478 for Patient Portal support.

Thank you for choosing McPherson Hospital!

Daily schedule

Daily schedules will vary depending on why you are here, but this list is an example of what a typical day may look like.

- You will wear a hospital gown to allow easy access to your IV.
- Staff will record everything you eat and drink.
- Staff will measure and record urine amounts and bowel movements.
- Morning weight assessment usually around 5 a.m.
- Morning blood draw around 5a.m – 6 a.m. We're sorry to interrupt your sleep. We draw early so we have the report for when your doctor sees you in the morning.
- In-room shift report approx. 6:45 a.m and 6:45 p.m. If you are sleeping, we will check in and try not to wake you.
- Vital signs (blood pressure, pulse and respiration) assessment every 4 to 8 hours.
- Staff will check on you hourly during the day and every 2 hours at night.
- Shower assistance provided throughout the day.
- Your bracelet will be scanned each time you are given medication.
- There will be more noise than you are used to (ie: IV pumps, alarms, etc) but we will try to be as quiet as possible.

Patient Amenities

Food Service

- Patient meals are served at approximately 8:00 a.m., 12:30 p.m. and 5:00 p.m.
- Snacks are available by request at any time
- Family/friends may bring in food if you are not on a restricted diet (please inform the nurse / aid of amounts)

WiFi

- MHGuestWireless
- No password is needed

Call Light

- Feel free to press your call light at any time.

Visitor Information

Food Service

- Guest trays are available for \$5. Request a menu from any staff member. (If you are expecting an extended stay, you can pre-pay for multiple meals).
- The cafeteria is open weekdays from 7:30 a.m. to 4:30 p.m. with hot meals available 7:30 to 9:00 a.m. and 11:30 to 1:00 p.m.
- Coffee and water are always available to visitors by request.
- Vending machines are located on 3rd floor near the waiting room.

Building access after 6pm

- After 6:00 p.m., enter through the emergency entrance.
- After 10:00 p.m., the clerk will need to verify with nursing staff that the patient is able to receive visitors.

Visiting Hours

- Visiting hours are 8:00 a.m. to 9:00 p.m.
- Children under 6 years of age will need approval.
- Pets are only allowed with 24 hour approval.
- We recognize that each patient and family is unique and we will do our best to accommodate specific needs.

Smoking Policy

McPherson Hospital is a non-smoking campus.

Hospitalist Care

The term hospitalist refers to a physician who specializes in the care of acutely ill patients admitted to hospitals.

A family physician who chooses to utilize hospitalist services will transfer direct care of their patient to the hospitalist during their hospital stay. Someone from our hospitalist team is accessible throughout the day and night to provide updates on test results and other care plan activities to both the patient and the family physician.

After discharge, the hospitalist will communicate with your primary care physician to provide information regarding your hospital stay, medications, and any further treatment that may be needed.

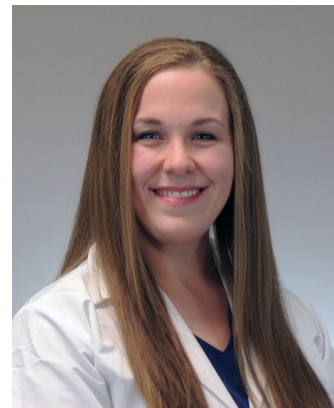
Our Hospitalist Providers



Michael Bloustine, MD



Kathy Linde, APRN



Kristin Garver, APRN

Our Pharmacists

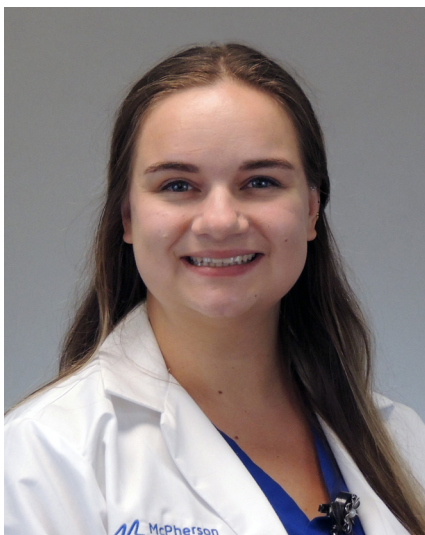
McPherson Hospital has an in-house pharmacy staff committed to quality and safety in dispensing medications. Working closely with our medical teams, our technicians and pharmacists are a critical component of the health team and overall care plan.



Lindsay Bina, PharmD
Pharmacist



Mary Kate Blankenship, PharmD
Pharmacist



Kinley Rutledge, PharmD
Pharmacist



Catarina Rziha, PharmD
Pharmacist

Our Senior Leadership Team



Lew Newberry
President/CEO



Charity Clark, MSOHRD, BS, RRT
Chief Operating Officer



Tanner Wealand
Chief Financial Officer



Dara Reese, RN
Executive Director
Nursing and Acute Care Services

Guide: Talking to your doctor

What is my diagnosis?

What caused this to happen?

What are the treatment options?

What kinds of questions do other people in my situation ask?

What can I expect in the next 5 days?

9 tips to prevent falls at home

Some of the most common causes of falls are in the home where you might have a false sense of security. Fall prevention starts with creating a safe living space. Here are some tips to help accomplish that task.

1. **Clean up the clutter** and keep your home neat and tidy.
2. **Repair or remove tripping hazards** such as loose carpet, slippery rugs or uneven floor boards.
3. **Install grab bars** and handrails in bathrooms and on stairs.
4. **Avoid wearing loose clothing** that might bunch up or drag the ground.
5. **Light it right** by installing brighter bulbs where needed and adding night lights in bedrooms and bathrooms.
6. **Wear shoes** instead of moving around only in socks.
7. **Make it nonslip** by using nonslip mats in bathtubs and showers.
8. **Live on one level** as much as possible to limit trips up and down the stairs.
9. **Move more carefully** by pausing after standing up or going up and down stairs.

Ask your loved ones to help you ensure that your rooms and stairways are clutter-free and well-equipped with lighting, handrails, grab bars, and nonslip mats to help you avoid falling — all of which can go a long way toward keeping you safe in your home.

By Wyatt Myers from everydayhealth.com

Safety is our number one priority!

- HOSPITAL FALLS ARE A SERIOUS CONCERN FOR PATIENTS. If after assessment you are determined to be at risk for a fall, you will be provided information that will help us assure your safety.
- Several factors may contribute to sustaining a fall in a hospital including:
 - o Unfamiliar environment
 - o Medications that may alter your thinking processes and stability
 - o Equipment such as oxygen tubing and IV lines
- Please call for help when getting out of bed even if you feel like you don't need it.
- You may be asked the same question by multiple people – this is for YOUR SAFETY.
- Your identification bracelet will be scanned for every medication.
- Shift report by nurses will be done at the bedside so you can be a part of the information exchange.
- All entrances to the building will be locked overnight.
- You choose who receives information about you by providing them your passcode.

Cable TV Channels

Television controls are located on your bedside paddle. Push the blue “power” button for off and on, and use the volume and channel buttons as needed. The following channels are available for viewing.

2 Hospital Channel	40 Food Network	109 GEM Shopping
3 KSN / Wichita	41 A&E	151 TBN
4 FOX / KSAS Wichita	42 Discovery	156 Daystar
5 CW/KSCW Wichita	44 Paramount Network	210 We TV
6 My TV Wichita / KMTW	45 Disney	219 QVC2
7 The Weather Channel	46 Nickelodeon	243 Fox Sports 2
8 PBS / KPTS Wichita	47 Freeform	253 Motorsports TV
10 ABC / KAKE Wichita	48 TVLand	258 Outdoor
11 HSN	49 History	260 CSB Sports
12 CBS / KWCH Wichita	50 SyFy	279 CSPAN
15 Univision / KDCU	51 TruTV	280 CSPAN2
22 COX Local Weather	52 CMT	281 CSPAN3
23 QVC	53 CNBC	308 KSNB
24 MSNBC	54 TCM	635 Beauty1
25 CNN	55 AMC	636 HSN2
26 HLN	56 Animal Planet	652 True Crime Network
27 Fox News	57 BET	668 Comet
28 USA	58 Comedy	669 Me TV
29 TBS	59 E! Network	670 PBS Kids
30 TNT	60 Fox Sports 1	671 PBS Explore
31 FX	61 Bravo	673 My Network TV
32 ESPN	62 Travel	674 The CW
33 ESPN 2	63 Cartoon Network	675 KWCH Weather TV
34 Fox Midwest	75 National Geographics	678 H&I
35 VH1	79 Golf	679 Catchy Comedy
36 MTV	82 Fox Business News	680 My TV
37 ION Television	85 Hallmark Channel	683 Start TV
38 LifeTime	88 Jewelry	
39 HGTV	106 Nick Jr.	

Concerns about your care?

McPherson Hospital supports your right to have prompt resolution of concerns about your care. If you have a concern, we encourage you to first speak with your doctor, staff member, or the supervisor in the area. They may be able to resolve the situation immediately.

If you believe your concern has not been resolved, please contact the Hospital Risk Manager.

- By phone at 620-241-2251, Ext 5209
- Or in writing to:
Risk Manager
McPherson Hospital, Inc.
1000 Hospital Dr.
McPherson, Kansas 67460



Kristin Higbee, MSN, RN
Risk Manager

You may also call or write either of the following:

- Kansas Department of Health and Environment
1000 SW Jackson, Suite 330
Topeka, Kansas 66612
(800) 842-0078
- Livanta, BFCC-QIO Program
10820 Guilford Road, Suite 202
Annapolis Junction, MD 20701-1150
(888) 755-5580 or TTY (888) 985-9295

We Want to Know!

Following your stay with us, you may receive a call from Professional Research Consultants (PRC), with whom we have partnered to conduct patient satisfaction surveys over the telephone.

Patients are randomly selected and if you are chosen, we respectfully request that you please complete the brief survey. The call should be from a local number and will only take a few minutes of your time. Your feedback will be used to help us provide excellent patient care.

Thank you in advance for your assistance in this effort.



TELL US HOW YOU FEEL

We grow with patient feedback

As part of our journey to excellence, our survey partner, Professional Research Consultants, may contact you about your visit. We use your feedback to ensure that we continue to offer quality care, gain a better understanding of what we are doing well and what we can improve. We appreciate your participation!