



## **Medical/Surgical Frequently Asked Questions**

### **What belongings do I need to have if I'm admitted to the hospital?**

You should send all of your belongings home except your dentures, hearing aids, glasses and a change of clothes. If you brought your actual home medications to the hospital, once we have a complete list on file, they should be sent home. We will be happy to store them for you if they can't be returned home. Make sure to give your nurse a complete list of your medications and copies of your Advance Directives. You might want your cell phone (although each room has a phone for your use) and a book or magazine (we have many that you may borrow); we also have wifi that you may access. The guest network is: EPH-Guest and the password is: welcome1

### **Can my friends/family stay in the hospital with me?**

One adult may stay overnight with you during your stay. Let your nurse know that someone is staying with you and they will be provided with a sleeper chair, pillows and blankets. Please let your nurse know if they would like to receive meals as arrangements can be made for them.

### **What are the hospital's visiting hours?**

We do not have any set visiting hours; your friends/family are welcome anytime! After 6 p.m. they will need to enter through the Emergency Department. Everyone is required to obtain a visitor's badge and wear it at all times while in the hospital. These can be obtained at the front desk, the triage desk in the Emergency Department and at any nurses' station. Hospital staff reserve the right to ask your friends/family to wait in designated areas or to leave the facility at any time. We ask that your friends/family respect the restful, healing environment that we strive to maintain for all patients.

**What does a typical hospital stay look like?**

The hospitalist will talk with you about your past medical history and will complete a physical assessment. Your nurse will also do these things. A pharmacist will discuss with you your current medication regimen. You may be scheduled for additional tests or diagnostic imaging studies (like echocardiograms and x-rays). Depending on your condition, you will likely have your home medications resumed and your nurse will administer those around 9:00 a.m. and 9:00 p.m. and throughout your stay as prescribed. Your vital signs (blood pressure, temperature, heart rate, and oxygen level) will be taken routinely during her stay. Physical, occupational, respiratory and speech therapists will work with you during the day as applicable to your condition. A RN case manager and social worker will talk with you about help at home and resources you might want to consider (i.e. transportation, Meals on Wheels, caregivers). Your care team will teach you about your health condition/s, your treatment plan and how to take care of yourself when you are discharged. We make every effort to schedule you for a follow-up appointment with your regular doctor and you will be sent home with paperwork explaining what took place during your stay; it is a good idea to give this packet to your doctor at your follow-up appointment.

**Why am I being transferred to another hospital?**

Depending on the severity of your illness, you may need specialized services that we do not have at Estes Park Health and it may be necessary to transfer you to a hospital that can best treat your condition.

**How can I access my records online?**

Please provide your nurse with a current email address and you will be sent an invitation to register for Estes Park Health's [Patient Portal](#) or access the Patient Portal [here](#).

**How does Estes Park Health guarantee my privacy?**

When you are admitted, your nurse will ask you about your privacy preferences. We will not share your health information over the phone unless we have established a code word with you

and those with whom you wish to share your information. When discussing your treatment plan in your hospital room, we will ask you if you wish your friends/family to be included in the discussion; please indicate your privacy preferences. For more information about EPH's privacy practices [click here](#).

**What isn't my primary care doctor treating me in the hospital?]**

Estes Park Health has contracted the services of Rural Physicians Group to provide medical care to our inpatients. These doctors are specially trained to care for your needs while you are in the hospital and they keep in close communication with your primary care doctor throughout your hospital stay.

**How can I recognize the great staff and exceptional care I've received?**

Kudos! cards are available and you can ask any staff member to provide you with some to fill out. You can also [visit our web site](#) to share your comments about your recent hospital stay.

**What if I have an issue or concern?**

We are committed to providing you with the best possible hospital experience. If you have a concern or issue, please speak up! You may address this with your nurse or doctor or may ask to speak with the Department Director. If they can't solve your concern, they will elevate it to the Quality/Risk Director and/or appropriate Senior Leader.