



# Taking care of you

## A quick hospital guide for you and your loved ones

**Phone numbers.** Our *main number* is **503-561-5200**. Your room phone number includes the prefix for each building — Building A (prefix 814), B (561), or D (814), followed by your room number. For example, if your room is in Building A, the number would be 503-814-XXXX (the last four numbers are your room number.) To call out, first dial “9”. TTYs are available. Feel free to use your cell phone.

- If you’re calling from *inside the hospital* on a hospital phone, just dial the last five digits. For example, **4-1100** or **1-1100**.
- *Need a chaplain?* Call Spiritual Care: **503-561-5562**.
- *Need a wheelchair?* Call Access Services: **503-814-1100**.

**Your front line.** Share any concern with your nurse and care team. If you and/or a family member is worried that your changing medical condition isn’t being addressed, call our HELP line at extension **2-3456** from the bedside. This activates a special team with a critical care nurse and respiratory therapist to come to your bedside.

**Food and meals.** Your physician will order an appropriate diet. Call 1-FOOD (1-3663) to place your food orders from your room service menu. Your meal will arrive within 45 minutes. The cost is included in your stay. Room service is available 7 a.m. to 7:30 p.m. Check with your nurse about food options after 7:30 p.m. We will meet any special cultural or personal dietary needs. Your visitors can have meals with you. Sorry, we cannot accept cash for visitor meals — only credit cards. See back page for bistro hours.

**Visitors.** We allow visitors any time, as long as you’re feeling well enough. Families are encouraged to call ahead to make sure. You have the right to have one person of your choice present with you at all times. We ask that children under age 12 be accompanied by an adult. For your security, after 9 p.m. all exterior doors are locked, so visitors must come and go through the emergency department entrance in Building A.



**SALEM HEALTH**  
An OHSU Partner

**Advance directives.** An advance directive outlines your requests for care when you might not be able to speak for yourself. If you're at least 18, we have either given you or offered you or a family member a copy of "Making Healthcare Decisions." If you wish to complete this during your stay with us, please tell a staff member.

**Grievances and concerns.** Please speak first with your nurse, who may ask for help from management or a Patient Advocate if the concern can't be resolved quickly. You may also contact a Patient Advocate directly at 503-561-5765 (or 1-5765 from your room).

**Your rights.** If you still have concerns, you have the right to complain to the Oregon Health Authority, Center for Medicare and Medicaid Services or to The Joint Commission. To file a grievance, contact Oregon Health Authority at 971-673-0540 or use the complaint form at [healthoregon.org/hcrqi](http://healthoregon.org/hcrqi). All details are in the Patient Rights & Responsibilities brochure available at every nursing station.

**Care Management.** You have the right to receive a discharge planning evaluation. Your preferences, physicians' orders, services covered by your insurance and government regulations all play a role in planning for your care. Care managers help you with the following — just ask your physician to make a referral or contact them at 503-814-1808:

- **Care coordination.** You and your family actively participate in decisions affecting your care. Care managers coordinate these activities and communicate information to everyone

involved. They listen to you and your family to understand your needs and preferences.

- **Discharge planning.** This plan begins on the day you're admitted. Care Management monitors your progress to ensure the discharge plan meets your needs and preferences.
- **Community resources.** Care Management will help connect you with community agencies and resources that support you after you're discharged.

**HIPAA rights.** We keep your health information confidential. We are required to notify you of our legal duties and privacy practices regarding your medical information, which are described in the Joint Notice of Privacy Practices form you received when you arrived. We need your permission to give family members access to your health information. You can give them a special PIN (personal identification number) that staff will ask for if family or friends call for an update.

**Interpreters/cultural care.** If you need language translation, ask your care team. We'll provide an experienced medical translation interpreter. Don't hesitate to share your concerns or cultural needs — we want you to feel comfortable here.

**Valuables.** Salem Health does not accept responsibility for personal items. We encourage you to leave them at home. However, we can offer storage in a hospital safe, which should be done upon admission. If you lose something, tell a care team member immediately.

**Medications.** All medications should be provided by your nurse. Nurses and pharmacists are available to answer questions. You must speak with and receive permission from your physician if you want to use personal medications, herbal supplements, and/or vitamins.

**Nurses.** Expect a nursing leader to visit you every day to see how things are going. When you're awake, a member of your nursing team will visit every hour. If you need help, push the call button on your bedrail. We'll either pop in or talk to you on the intercom.

**Speak up!** We encourage you to be involved in your care. Play an active role by:

**Speaking up** if you have questions or concerns.

**Paying attention** to the care you are receiving.

**Educating yourself** about your diagnosis, tests and treatments.

**Asking someone** you trust to be your advocate.

**Knowing what medications** you take and why you take them.

**Using health care organizations** that have been evaluated against established standards.

**Participating in all decisions** about your health care.

**Parking.** Ask a care team member if you have parking questions.

**Privacy.** Please do not take photos of staff and other patients, or post on social media, without their permission. In some cases, you may be asked to get written permission.

**Television and wireless access.** A channel guide should be in your room for TV and music stations. If not, please ask a care team member to bring you one. For free internet access, choose the "SalemHealth-Guest" Wi-Fi network.

**Temperature.** Each room has its own temperature control. Ask your nurse for any adjustments.

**Smoking prohibited.** Our entire campus is a smoke-free zone. Refer to the map on back. If you leave your room to smoke, we'll give you information on our policy (we are not responsible for your care while you leave) and we won't accompany you to smoke. We can help you quit or avoid tobacco while you're with us. We have gum and patches for sale in the Building A Gift Shop and Pharmacy in Building C.



**A** Building A  
Patient Care Building  
890 Oak St. SE

Express Yourself  
& Gift Shop  
6 a.m. to 10 p.m.

**B** Building B  
Patient Care Building  
665 Winter St. SE

Lobby Bistro  
Monday - Friday  
6:30 a.m. to 2 p.m.

**C** Building C  
Center for Outpatient Medicine  
875 Oak St. SE

Garden Bistro  
Monday - Friday  
6:30 a.m. to 1:30 p.m.

**D** Building D  
Family Birth Center  
939 Oak St. SE

Creekside Dining  
7 a.m. to 7 p.m.  
10 p.m. to 4 a.m.

**E** Building E  
Psychiatric Medicine Center  
1127 Oak St. SE

**M** Building M  
Rehabilitation Center  
755 Mission St.

**Vending services available  
in every building.**