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*(Note: This book is printed in both English and Spanish.
The Spanish-language version begins on page 33.)*

*(Nota: Este libro se imprime en ambos idiomas inglés y español;
la versión en español empieza en la página 33.)*

Welcome to Sacred Heart Medical Center

ABOUT SACRED HEART MEDICAL CENTER

Sacred Heart has been serving the needs of the Eugene-Springfield community and beyond since 1936, when community leaders asked the Sisters of St. Joseph of Newark to come to Eugene to run the financially failing Pacific Christian Hospital. Today, with well over 400 beds across two campuses, Sacred Heart is one of the largest and most respected medical centers between Portland and San Francisco.

Sacred Heart is part of the Oregon Region of PeaceHealth, the health care ministry of what is now called the Sisters of St. Joseph of Peace. PeaceHealth also includes:

- PeaceHealth Medical Group, Eugene's largest and oldest multi-specialty medical group.
- Cottage Grove Community Hospital and South Lane Medical Group in Cottage Grove and Creswell.
- Oregon Medical Laboratories, serving hospitals and clinics in three Northwest states.

Visit us on the Web at www.peacehealth.org/oregon to get information about health care concerns, meet area physicians, and learn more about the services we provide to the community.



Sacred Heart Medical Center
PeaceHealth

MISSION AND VALUES

We carry on the healing mission of Jesus Christ by promoting personal and community health, relieving pain and suffering, and treating each person in a loving and caring way.

Our mission is supported by these core values:

- **Respecting Human Dignity and Worth:** We respect the dignity and appreciate the worth of each person as demonstrated by our compassion, caring, and acceptance of individual differences.
- **Stewardship:** We choose to serve the community and hold ourselves accountable to exercise ethical and responsible stewardship in the allocation and utilization of human, financial and environmental resources.
- **Social Justice:** We build and evaluate the structures of our organization and those of society to promote the just distribution of health care resources.
- **Collaboration:** We value the involvement, cooperation and creativity of all who work together to promote the health of the community.

TOBACCO USE POLICY

Use of tobacco products is prohibited on all PeaceHealth properties. If you must use tobacco, you will need to do so off grounds. While a patient in the hospital, please check in with nursing staff for policy implications affecting your treatment and stay. Family members and visitors wishing to smoke may get information about outdoor smoking locations at the reception desk in the main lobby. Thank you for helping us create a healthy environment for our patients, visitors, employees, volunteers and community.

This is a tobacco-free hospital.

FOR PATIENTS

Rights and Responsibilities of Patients

Your well being is our primary concern. While you are a patient, your basic right to make decisions, ask questions and be treated as an individual is as important to you as the quality of your medical care.

Our patients have the right...

- to treatment without regard to race, color, religion, sex, national origin, disability, sexual orientation or source of payment.
- to care that is respectful of personal values and beliefs, and which addresses psychological, spiritual, social and intellectual needs in conjunction with medical care.
- to receive care in a safe environment free of abuse, neglect, exploitation and unnecessary restraints.
- to an environment that preserves dignity and contributes to a positive self-image.
- to know which doctor is in charge of his or her hospital care and the names of other personnel involved in care, and to refuse treatment, examination or observation.
- to appropriate medical evaluation and services as indicated by the urgency of care. When medically permissible, a patient may be transferred to another facility only after being provided complete information and an explanation concerning the need for, and the alternatives to, such a transfer. The provider to which a patient is to be transferred must first have agreed to accept the transfer.
- to complete information about diagnosis, treatment and prognosis presented in a way he or she can reasonably be expected to understand, and be involved in planning care.
- to receive all the information necessary to give informed consent for a proposed procedure or treatment including description, expected benefits, risks and alternatives, including the alternative of no treatment at all.

- to have pain assessed and treated as clinically appropriate.
- to refuse treatment and to be told what effect this may have on his or her health.
- to receive all the information needed for informed assent to forego or withdraw life-sustaining treatments and to designate someone to make medical decisions on his or her behalf if the patient is too ill to do so. Information about Advance Directives is available on request.
- to have a physician and family member, or other designated contact person, notified of his or her admission.
- to full explanation before taking part in any research, and the right to refuse to participate in research without jeopardizing access to medical care.
- to privacy in care delivery and confidentiality of all information and records regarding care.
- to review their medical records without charge and to obtain a copy (for which the hospital may charge a reasonable fee).
- to discharge planning for continuing care requirements following release from the hospital.
- to be informed of any business interests providers may have in health services to which the patient is referred.
- to receive an explanation of charges and to be informed of financial assistance resources for health services.
- **to complain about hospital care** without fear of reprisal and if requested, to receive a written response from the hospital. Patients or their loved ones **may contact the Risk Management Department at (541) 222-2495** for additional assistance and/or to request a copy of the PHOR Grievance Policy.

Patients may also contact the Oregon Health Division directly with any concerns: (971) 673-0540.

Patients may also contact the Joint Commission at (800) 994-6610.

Patients may also contact the Centers for Medicare & Medicaid Services at (206) 615-2710.

Our patients are responsible for...

- participating actively in decisions regarding their health care.
- providing accurate, relevant, and as complete as possible medical history, symptoms and concurrent conditions prior to and during the course of treatment.
- asking questions and seeking clarification in order to understand and be informed about their diagnosis as well as any expectations of them.
- promptly reporting any changes in their health, concerns about their care and/or obstacles to following their treatment plan.
- furnishing information reasonably necessary to determine the ability to pay for services and the sources thereof.
- respecting the rights of others in the hospital.
- being respectful of the property of other persons and of the Medical Center and for following the rules affecting patient care and conduct.
- cooperating with providers to achieve an optimal outcome of care after consenting to treatment.
- informing providers when instructions, information or answers to questions are not understood or cannot be followed, or if care is unsatisfactory.

Non-Discrimination Policy

As a recipient of Federal financial assistance, Sacred Heart Medical Center does not exclude, deny benefits to, or otherwise discriminate against any person on the grounds of race, color, or national origin, or on the basis of disability or age in admission to, participation in, or receipt of the services and benefits under any of its programs and activities, whether carried out by Sacred Heart Medical Center directly or through a contractor or any other entity with which Sacred Heart Medical Center arranges to carry out its programs and activities.

This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Regulations of the U.S.

Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of Federal Regulations Parts 80, 84, and 91.

In case of questions, please contact:

PeaceHealth dba Sacred Heart Medical Center at RiverBend and Sacred Heart Medical Center, University District

Contact Person/Section 504 Coordinator: Jodie Mooney, Director of Risk Management. Telephone number: (541) 222-2495

Advance Directives

You have a right to accept or refuse any treatment. You can protect this right for the future by completing an Advance Directive (sometimes called a “Directive to Physicians,” “Living Will” or “Durable Power of Attorney for Health Care Decisions”). An Advance Directive is a form that allows you to state how, and by whom, you want medical decisions made if a time should ever come when you can’t speak for yourself. For more information, call Spiritual Care at 222-2245.

Ten Tips for Preventing Infections in the Hospital

Infections can occur after many types of medical procedures. This is particularly true if you are having surgery. Following these 10 simple steps to prevent infections may help reduce your risk of complications.

1. **Wash your hands carefully** with soap and water after handling any type of soiled material, after using the bathroom, if your hands are visibly dirty, or after leaving your room for any reason. Also, use hand gel before leaving the room. Encourage your visitors and family members to cleanse their hands when they visit.
2. **“It’s OK to Ask.”** If you do not see a staff member cleansing their hands, it’s okay to remind them to do so before they take care of you.
3. **If you have diabetes**, be sure that you and your doctor discuss the best way to control your blood sugar before, during and after your hospital stay. High blood sugar increases the risk of infection.

4. **Let your nurse know** if the dressing on your intravenous catheter works loose or gets wet. Keep the area clean and dry.
5. **Let your nurse know** if you have a dressing on a wound that works loose or gets wet.
6. **Let your nurse know** if your drainage tube or catheter becomes loose or dislodged.
7. **If possible, ask your friends and relatives** not to visit if they feel ill.
8. **Carefully follow your doctor's instructions** regarding breathing treatments and getting out of bed. Don't be afraid to ask for help, advice or sufficient pain medications.
9. **Don't be afraid to ask questions** about your care so that you may fully understand your treatment plan and expected outcomes. You and your family or friends will be able to better facilitate your recovery.
10. **If you are a smoker**, consider taking part in Sacred Heart's smoking cessation program. This will reduce the chance of developing a lung infection while in the hospital and may improve your healing abilities following surgery. For more information, ask your nurse or physician.

Medication Safety

Medication errors can be very serious and lead to complications or worse. The good news is that patients and family members can help prevent medication errors. Here are some important things you should know.

Monitor... your medications by keeping a complete list. Always take this list each time you see a health care provider. New lists can be downloaded and printed at www.peacehealth.org/mapyourmeds.

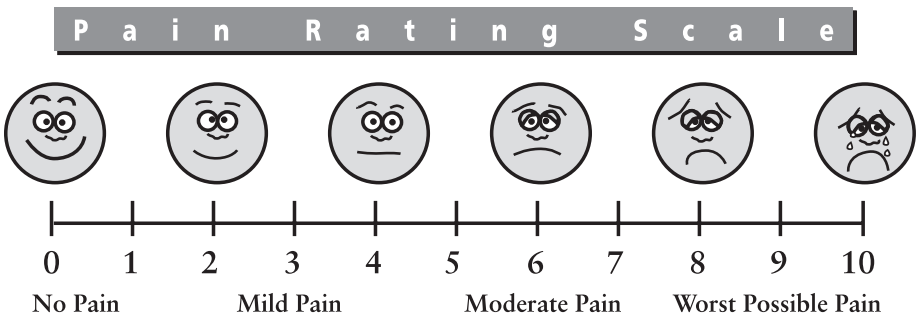
Ask... your doctor, nurse, or pharmacist to review (with you) their record and your list to make sure they match. Also, make sure you understand why you are taking every medication. Change the information on your list each time you start or stop taking a medication. Throw away medications you no longer take.

Prevent...medication errors by adhering to this checklist:

- Keep your medication list accurate.
- Take your medication list each time you go to the hospital, emergency room, or clinic.
- Keep a medication list with you when you travel.
- If you are too sick to do so yourself, ask a family member to show the medication list to your doctors and nurses.
- Make sure your family has your doctor's name and phone number. Keep your medication list in an accessible location so it is available in an emergency situation.
- When you leave the hospital, talk with the doctor or nurse about the medications you will take at home.
- Pick a single pharmacy in the community so they can check for potential drug interactions every time you submit a prescription.

Pain Control

Pain is both a medical symptom and a medical problem. Too much pain can slow healing. Pain is also very individual. If you are in pain, tell your nurse and be prepared to describe its location, sensation (dull, piercing), duration (when it started) and intensity on a scale of 1 to 10. Your caregivers want to treat your pain quickly and effectively.



May be duplicated for use in clinical practice. As appears in McCaffery M, Pasero C: *Pain: Clinical manual*, p. 67, 1999. Mosby, Inc.

Sharing Information about Your Condition

People who care about you may call the hospital asking about your status. To protect your privacy, it is our policy to not share any medical information over the phone. However, if callers ask if you are a patient here, we would tell them that you are unless you tell your nurse that you want “Do Not Announce” (DNA) status. This means our staff will not tell any visitors or callers, including immediate family, that you are here. You will not receive any mail or flowers.

Communication Barriers

The hospital offers interpreters, free of charge, to provide interpretation between patients and their caregivers, in person or by telephone or video-conferencing. Talk with your nurse if you need an interpreter, or call 222-2065.

The hospital offers special accommodations for Hard of Hearing patients and family members by providing the following:

- Assistive Listening Devices such as Pocket Talkers, FM Systems, phone amplifiers, hospital kits, and Real-Time Captioning (available through the Charge Nurse).
- TTY phones (located in the following lobbies: Main Lobby, OHVI, SPA, and Emergency Departments.)
- Closed Captioning available in all TV’s.
- Amplified Phones in all public areas.

Room Selection

Your room will be assigned based on your medical condition, your preference and room availability. If we are unable to place you in the room of your choice at the time of admission, we will do so as soon as possible. Simply remind the nurse of your preference. For your safety, please observe these guidelines:

- If you need help to lower bedrails, please call for assistance.
- Always use bedroom slippers when out of bed.
- Never use a bedside cabinet or over-bed table for support. It may move under your weight.
- Be careful when walking on floors wet from cleaning. They may be slick.
- Ask for assistance getting in and out of a wheelchair.
- Please tell your nurse about any unsafe conditions.

Telephone

Cell Phone Use Policy

The use of cell phones is generally allowed throughout the hospital grounds and facilities, with the following restrictions:

- Cell phones must not be brought within three feet of medical equipment in ICU, CCU, NICU, Labor & Delivery and Surgery. (The “one-meter rule”).
- When staff suspect interference problems, they may ask cell phone users in close proximity to turn off their cell phone or move away to a safe distance.
- Departments have the right to ban all visitor cell phone use in their area. Notice of such bans will be posted.

Dialing Instructions

To call another area within the hospital	Press the 7-digit number.
To make local calls	Press 9 and then desired number.
To call long distance	Press 9 and then follow directions for the calling card provided by your long-distance carrier
To make a credit card call	Press 9 and then access code for the carrier needed.
To make a collect call	Press 9 and then access code for the carrier needed.
Calls beginning with 1-800, 1-888, 1-877 or 1-866	Press 9 and then desired number.

How to Receive Calls

Family and friends may call your room by pressing 222-7300.

Hearing Impaired

Most patient telephones have a built-in amplifying dial, allowing you to turn up the sound on your telephone. If you need a telephone amplifier or TTY machine, or if you are unable to use your hands and need a speakerphone, talk to your nurse.

Television

Your room has a color television set with a wide range of television channels. See below for a complete listing.

For the Hearing Impaired: All televisions can access closed captions. To activate this feature, press the “CC” button on the Patient Pillow Speaker Control (select CC1).

Out of consideration for other patients, please play your television softly and turn off your television at bedtime.

Channel List-RiverBend

2 TV Guide	33 The Golf Channel
3 KMTR (NBC)	34 FOX Sports Net
4 KEVU (IND)	35 ESPN
5 KLSR (FOX)	36 ESPN2
7 The Discovery Channel	37 Comcast Sports Net
8 KVAL (CBS)	38 The Learning Channel
9 KEZI (ABC)	39 ABC Family
10 KEPB (PBS)	40 Nickelodeon
11 KZWB	41 Disney Channel
12 KTVC (UPN)	42 Cartoon Network
13 Healing Health Care	43 Animal Planet
14 Media Services Channel	44 CNN
16 QVC	45 Headline News
17 Home Shopping Network	46 CNBC
20 Sky CamChannel	47 TheWeather Channel
21 Access:Metrovision	48 FOX News
22 PAX NET	49 NWCable News
23 Access: Education	50 The History Channel
24 C-SPAN	51 Court TV
26 Telemundo	53 FX
27 The Newborn Channel	54 TNT
28 Newborn Channel Spanish	55 TBS
29 Access: Public	56 BET
30 PIN	57 Spike TV
31 Univision	58 USA Network
32 Versus	59 Sci-Fi Channel

60 Comedy Central
61 CMT
62 VH1
64 TV Land
65 Travel Channel

66 Food Network
67 HGTV
69 Lifetime
70 E!
71 AMC

Patient education videos are available on Channels 74 through 82, the Sacred Heart Video-On-Demand system. Your nurse can provide a listing of these videos. To request that one be shown, call 222-2600.

74 RiverBend Video-On-Demand
75 RiverBend Video-On-Demand
76 RiverBend Video-On-Demand
77 RiverBend Video-On-Demand
78 RiverBend Video-On-Demand
79 RiverBend Video-On-Demand
80 RiverBend Video-On-Demand

81 RiverBend Video-On-Demand
82 RiverBend Video-On-Demand
83 C-SPAN 2
84 A&E
85 MTV
86 Chapel

Channel List – University District

2 The Care Channel
5 ESPN
6 KMTR (NBC)
7 KEPB (PBS)
8 ESPN 2
9 KEZI (ABC)
10 ESPN News
11 Headline News
12 KEVU (Independent)
13 KVAL (CBS)
14 KTVC (UPN)
15 American Health Network
16 Cartoon Network
17 Fox's Family Network
18 Discovery
23 The Weather Channel
24 Bloomberg Television
25 USA Network
26 AMC
27 TNT

28 Animal Planet
29 ESPN Classic
30 UNIVISION
31 GALAVISION
32 TBS
33 C-SPAN 2
34 KLSR (FOX)
35 CNN
36 KEVU (Independent)
39 The Learning Channel
40 Sky Camera Radio 91.1 Classical
41 Sky Camera Radio 99.1 Oldies
42 Sky Camera Radio 100.9 Christian
43 Sky Camera Radio 590 KUGN
NewsTalk
44 Sky Camera Radio 93.3 Country
45 Sky Camera Radio 94.5 Pop
46 Sky Camera Radio 104.7 Top 40
47 Sky Camera Radio 1120 KPNW
NewsTalk

Patient Food Services

Patient Meals

We serve three scheduled meals daily from the hospital kitchen. Please notify nursing staff of any special diet requirements you may have.

RiverBend

- Breakfast arrives between 7:30 and 8:45 a.m.
- Lunch arrives between 11:30 a.m. and 1 p.m.
- Dinner arrives between 5:00 p.m. and 6:15 p.m.

University District

- Breakfast arrives between 7:45 and 8:45 a.m.
- Lunch arrives between 11:45 a.m. and 1 p.m.
- Dinner arrives between 5:30 p.m. and 6:15 p.m.

Your first meal may be preselected for you, but a menu to select today's lunch and dinner and tomorrow's breakfast will come with your breakfast tray, and is also available at each nursing station. Your doctor may order diet restrictions, resulting in changes to your meal selections. Dietitians are available to discuss:

- Diets and restrictions
- Your individual needs
- Your needs at home

Patient Snacks

An assortment of snacks and beverages are available to patients at each nursing station.

Patient Room Service

Press 3663 (FOOD) for room service during the day (7 a.m. to 7 p.m.).

The following selections are available to patients at all times; just ask your caregiver. Those marked with an asterisk (*) are available only from 7 a.m. to 7 p.m. Dial 3663 (FOOD) to make a request and it will be delivered within 30 minutes.

Hot Soups

- Chicken noodle
- Cream of tomato
- Cream of chicken
- Chicken broth

Sandwiches

- Turkey
- Tuna salad*
- Roast beef
- Peanut butter and jelly

Extras

- Macaroni and cheese
- Potato chips
- Toast
- Cheddar cheese and crackers
- Bagel: white or wheat with light cream cheese
- Fresh fruit
- Carrot sticks*
- Saltines

Cereal

- Raisin bran
- Crispy rice
- Cheerios
- Corn flakes
- Granola*

Fruit

- Apple
- Applesauce
- Banana
- Low-fat fruit yogurt

Sweets

- SnackWell Vanilla Crème Cookies
- Pudding: vanilla or chocolate
- Ice cream: vanilla or chocolate
- Popsicle
- Graham crackers
- Custard
- Jell-O: lime or orange
- Orange sherbet
- Cereal snack bar

Beverages

- Juice: apple, cranberry, orange and prune
- Coffee: regular or decaf
- Hot chocolate
- Milk: 2% or nonfat
- Tea: regular, decaf or herbal
- Soda: regular and diet Sierra Mist

Special Order

- Hamburger*
- Cheeseburger*
- Garden salad*
- Chicken breast sandwich*
- Fish strips*
- Chicken strips*
- Milkshake: vanilla or chocolate*

Your Health Care Team

Hospitalists: These are hospital-based doctors whose only job is to take care of hospitalized patients. They are specially-trained physicians who provide an extension of services beyond your regular doctor.

Nursing Staff: Registered Nurses (RNs) are available for your care 24 hours a day, seven days a week. Other nursing staff include Licensed Practical Nurses (LPNs) and Certified Nurse Assistants (CNAs).

Allied Health Staff: Other medical professionals who may attend to your needs include laboratory technicians, imaging technicians, dietitians, therapists, pharmacists, and behavioral health specialists.

Volunteers: Volunteers support patient care and provide information to families and guests. They can be identified by their teal colored uniform and hospital ID badge.

Pharmacy Services

Walgreens, in the lobby of the RiverBend Pavilion, offers personalized and convenient pharmacy care. Their knowledgeable pharmacy staff is ready to assist you with all your pharmacy needs. They stock a comprehensive range of medications and can help with side effect management. In addition, they can help with insurance coordination and accept most types of major medical insurance including Medicare and Medicaid. If you're currently not a Walgreens customer, they can transfer your prescriptions with just a phone call.

Hours: Mon. – Fri., 9 a.m. to 6 p.m.

Sat., 10 a.m. to 2 p.m.

Phone: 9-736-9895

Going Home

Please follow this checklist before leaving:

- Claim any valuables that were stored at the time of admission.
- Pack all your personal belongings. Check the restroom, bedside table and closets.
- Ask the staff for any assistance you need.
- Do not forget to take your flowers, cards and gifts.
- Make sure you have any written prescriptions and follow-up appointment reminders.

Leaving Sacred Heart

Discharge time from the hospital is 11 a.m., though obstetrics patients may check out at 1 p.m. Please make transportation arrangements well in advance of your discharge. A charge equal to half the daily semi-private room rate may be assessed if you stay beyond your discharge time.

At discharge, you will be escorted through the main lobby to the front entrance. Please instruct the person providing your transportation to wait for you there. There are special discharge parking spaces for Mother/Baby and Pediatrics patients in parking garage H (hospital basement level) at the RiverBend campus.

The hospital staff will be happy to assist you in making discharge arrangements and to answer any questions you may have about the discharge policy.

Home Care Instructions

Your doctor or nurse will give you instructions about post-hospital care. Be sure you understand any special instructions you may receive, including dietary restrictions, prescription medications to take or follow-up office visits. You may also need to arrange for equipment or care at home. A social worker can help families arrange for care at home or in another setting that provides needed care support during convalescence.

Home Health, Hospice and Home Infusion

Continue Your Care at Home

Home Health provides licensed nursing and therapy services for people who cannot otherwise get the care support they need at home. Skilled home health services require an order from your physician. Hospital staff can advise you of the agencies providing skilled home care services in your area. Medicare and most insurance plans will cover all or part of the cost if your care qualifies.

Hospice is a special program of compassionate care and support offered to patients and families as they face end-of-life issues. Interdisciplinary services (including the services of Registered Nurses, medical social worker care managers, a chaplain and volunteers) may be provided in the home or in other living facilities. Hospice care is a covered benefit under Medicare and most private insurance plans. A physician's order is required.

Home Infusion provides specialized services for patients in need of intravenous therapy or enteral tube feedings in their own home. Each patient receives individualized attention from a registered nurse clinician, who specializes in home infusion and works under the direction of the ordering physician. Clinical pharmacists and registered dietitians also work to develop and support the home infusion plan of care. Ongoing assessment throughout the course of therapy ensures safe and effective treatment. Home infusion services are covered by Medicaid, by most major medial plans and, to a limited extent, by Medicare.

Making early arrangements for in-home care will ensure continuous care and may help you get home sooner.

Lost and Found

If anything is missing as you prepare to leave, please check with your nurse. If you already know that something has been lost, please call Lost and Found.

RiverBend 222-1160

University District 686-7105

FOR FAMILY, FRIENDS AND CAREGIVERS

Visitors Are Welcome

The presence of family and close friends can aid healing. Visitors are welcome at any hour on many units. However, some units do limit visitation to help patients get the rest they need. Please check with your nurse.

Most units prefer that you limit the number of visitors to two at any time. Please control the noise in your room. Remember that this is a tobacco-free campus; visitors wishing to smoke may check at the reception desk in the main lobby for information about offsite smoking locations.

RiverBend

Hospital entrances are open from 6:00 a.m. to 8:30 p.m. The main lobby is open 24 hours a day, seven days a week. Visitors must check in with a security officer at the main lobby reception desk between 8:30 p.m. and 6:00 a.m. daily. The officer will contact the nursing staff of the unit caring for you to verify the visit and issue an ID badge to your visitors. This check-in is vital to maintaining a secure hospital environment.

University District

Hospital entrances are open from 5:30 a.m. to 8:00 p.m. Visitors must check in with a security officer at the main lobby reception desk between 8:00 p.m. and 5:30 a.m. The officer will contact the nursing staff of the unit caring for you to verify the visit and issue an ID badge to your visitors. This check-in is vital to maintaining a secure hospital environment.

Restrooms

Family members and visitors are welcome to use the restroom inside the patient room. There are also public restrooms located throughout the hospital.

Parking

RiverBend

Parking for visitors is available at several locations. Follow the signs to these locations:

- Emergency patients may use the parking lot adjacent to the ED entrance on the south side of the main hospital.
- Hospital visitors may use parking garage S located north of the hospital or parking garage C located north of the RiverBend Pavilion.
- Oregon Heart & Vascular Institute visitors should use the surface parking lots located west and south of the OHVI building.
- RiverBend Pavilion visitors should use parking garage C located north of the Pavilion.
- RV parking is provided in the back of the employee surface parking lot south of the OHVI surface parking lot.
- If you have driven your own car to the hospital, there is no problem leaving it parked for the duration of your stay.

University District

Parking for visitors is available inside the Central Parking Garage, which is surrounded by Patterson and Hilyard Streets and 12th and 13th Avenues. The main entrance is off Patterson. All parking is free, but requires validation, which is available from the reception desk in the main lobby. Note: if the gate is raised at the exit and no attendant is available, you may leave without submitting your validation.

- Emergency, Gamma Knife Center, Regional Infusion Center, and Outpatient Rehabilitation patients may park in the lot adjacent to the ED entrance on the southeast corner of the hospital. Qualified patients receive an "Outpatient Series Permit."
- RV parking is available on the corner of Hilyard Street where it intersects with the alley between 11th and 12th Avenues; call Diamond Parking Services at (541) 343-3733 to arrange for RV parking.
- If you have driven your own car to the hospital, there is no problem leaving it parked for the duration of your stay.

Safety and Security

We strive to provide a safe and secure environment for you and your visitors. We would like to recommend the following measures to keep you safe and your valuables secure.

- Please do not leave any items, even insignificant items like change or clothing, visible in a parked car.
- Please do not leave valuables such as jewelry, cash, credit cards or a checkbook in your room. Please ask a family member to take your valuables home. If that is not possible, notify your nurse, and your valuables may be secured in an envelope in the hospital safe. They will be returned to you upon discharge. The hospital does not accept responsibility for items of value unless they are kept in the safe.
- Please remind your visitors to not leave their possessions and valuables in their vehicles, waiting areas, dining rooms or your room.
- Every staff member in the hospital should have an identification badge prominently displayed and should introduce themselves. You have the right to ask for identification.
- Our security officers are happy to escort your visitors to the parking garages or lots on the campus at any time of the day or night. Please ask your nurse to call an escort for your visitors. After 8:30 p.m., they may stop by the main lobby security desk and ask the officer to arrange an escort for them.

- If you are aware of a threat to you or are concerned someone inappropriate may visit you in the hospital, please ask your nurse to contact Security. We will take steps to address the threat and keep unwanted visitors from contacting you.
- For everyone’s safety, weapons of any kind are not allowed in the hospital. The prohibition includes weapons covered by a concealed weapons permit.

If you have any concerns with security please do not hesitate to ask your nurse or other staff person to immediately contact Security.

Fire Emergencies/Notification

In the event of a fire situation, you will hear “Dr. Red/Code Red” followed by the location information from overhead speakers, and see flashing strobe lights. Your caregivers are trained in fire response and will provide instructions to you on what to do. It is rare that full evacuation would become necessary due to fire. If this does occur, your caregivers will instruct and assist you in safe evacuation.

Guest/Visitor Food Services

RiverBend

The RiverView Café, on the second floor of the hospital, comprises several individual eateries that emphasize personal choice and fresh ingredients. You’ll find espresso drinks, baked goods, made-to-order omelets, sandwiches and wraps, fresh pizzas, fresh salads and fruit, vegetarian entrees, sautéed dishes, fresh fish, American standards, refrigerated side dishes, dessert items and assorted beverages. Hours vary for the eateries, but good food and drinks are generally available at all hours every day.

Vending machines are located on the second floor near the RiverView Café and are open 24 hours.

Café Yumm!® serves delicious, nourishing food—using many organic ingredients—prepared fresh every day. They are located on the first floor near the surgery entrance. Phone 736-9866.

University District

The hospital cafeteria is located on the first floor and is open daily from 6:30 a.m. to 2:00 p.m. and from 5:00 p.m. to 7:15 p.m.

Espresso PRN is a specialty coffee shop located on the third floor near the main elevator and is open weekdays from 6:00 a.m. to 5:00 p.m.

Vending machines are located on the first floor near the cafeteria and are open 24 hours. Visitors will also find many restaurants within a block or two of the hospital.

Family Guest House

The Children's Miracle Network-Lions Family Guest House—(541) 685-1970—at 1057 Patterson Street in Eugene, serves as an inexpensive residence for patients' family members or other caregivers who face relatively long-term lodging needs. When no rooms are available, Guest House staff can help you find other lodging, sometimes at reduced cost.

Mail and Flowers

Volunteers deliver flowers to patients Monday through Friday as well as letters, packages, and e-mails sent via the hospital's Web site. Letters that come after your discharge will be sent to your home. Flowers that come after your discharge will be returned to the florist. Stamps, stationery and cards may be purchased in the gift shop.

Gift Shop

Magazines, paperback books, flowers, toys, candies and gift items are available in the volunteer-operated gift shop, Heartfelt Gifts, just off the main floor lobby. All proceeds benefit patient care at Sacred Heart. For information on deliveries:

RiverBend Gift Shop 222-1340

Open weekdays 10:00 a.m. to 7:00 p.m.

Open weekends and holidays 1:00 p.m. to 4 p.m.

Early opening at 7:00 a.m. the second Wednesday of every month.

University District Gift Shop 686-6924

Open Monday through Friday 10:30 a.m. to 4:30 p.m.

Tips for Families and Friends Giving Care

Eat well. Regular nutritious meals are a must for you to maintain your strength. Make changes to your diet one step at a time.

Get enough sleep. Take short naps when the person you are caring for is sleeping. You will need these naps if your sleep is interrupted at night.

Walk every day. Spirits are replenished with exercise. Regular and moderate exercise is essential for you to maintain good health.

Relax. Breathe fully and deeply. Listen to beautiful music. Laugh aloud every day as you assist your loved one to recovery.

Get needed information. Staying informed will reduce your anxiety. Two good resources are the hospital's Medical Social Work department (222-2440) and the Gerontology Institute (687-6234). Also, please visit our online health library at www.peacehealth.org/healthwise.

Accept your feelings. Depression and anger are natural responses to hurt and loss. Your feelings reflect how deeply you've been affected by your loved one's condition. Tears can be cleansing. Acceptance of your feelings as normal and natural leads to relief.

Touch one another. Share a hug! Everyone needs love and support, particularly when caring for a loved one.

Get support. Everyone needs and deserves support and encouragement. Do not turn down loving help from caring friends and family.

Tell your story. Describe your concerns and experiences to clarify your reality and bring order from chaos. It will help you feel less lonely. Sharing is a normal way to work through the feelings you have as a caregiver.

Celebrate. Each milestone passed and every measurable success during this period is a cause for celebration. Recognizing progress is progress!

WIRELESS INTERNET ACCESS

Guests at Sacred Heart Medical Center may use our free wireless connection to access the Internet. When searching for wireless networks on your computer, connect to PH-Guest-WiFi and then visit www.peacehealth.org/guestaccess for more information.

Online Resources

Go to www.peacehealth.org/oregon and click on “At Your Service” to find these and other online care resources:

- **Physician Directory:** search for a doctor by name or specialty.
- **baby@lbum:** friends and family members can see a photo of your newborn baby on our Web site.
- **E-mail a Patient:** Hospital volunteers print out and hand-deliver brief messages to patients twice a day, Monday through Friday.
- **Cheer Cards:** send an electronic greeting card to your loved one.
- **SmarTrack:** tracks the progress of your surgery for family and friends.
- **Healthwise Knowledgebase:** a comprehensive online medical database. Visit www.peacehealth.org/healthwise.

LIBRARY SERVICES (RIVERBEND)

Trained Medical Librarians are ready to listen and respond to your health information needs. Here’s what we have to offer:

- Internet access and staff to direct you to reliable Web sites for health answers
- Access and assistance with electronic resources
- Online medication information in English and Spanish
- Online medical library of textbooks, medical journals, pamphlet information. Key topics printed in Spanish.
- Other specialized databases provide information on travelers’ health, natural medicine and prescription drugs.
- A lending library of consumer health books and videos.
- Reference books including consumer health and standard medical reference sources.

We have two library locations inside the hospital.

Main Library: Southeast corner, second floor

Phone: 222-2280

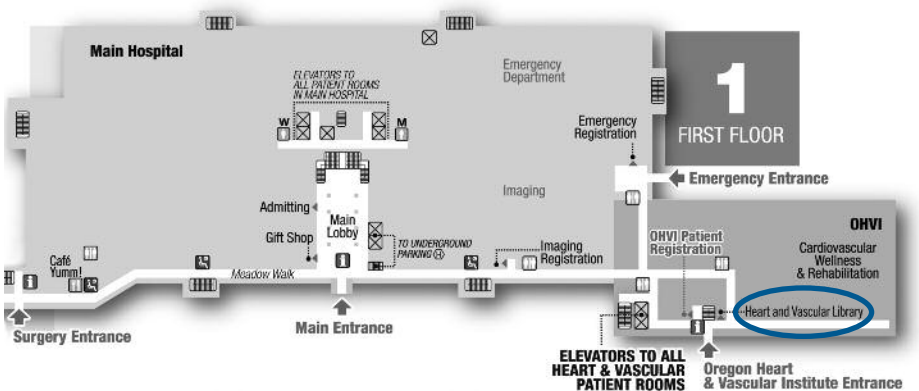
Email: libraryshmc@peacehealth.org

Hours: Monday - Thursday 7:30 a.m. to 4:00 p.m.

Friday 7:30 a.m. to 2:00 p.m.



Heart & Vascular Library: to the right of the Oregon Heart & Vascular Institute lobby, first floor.



SPIRITUAL CARE AND ETHICAL CONCERNS

Spiritual Care

As a hospital of the Sisters of St. Joseph of Peace, our mission affirms our commitment to providing health care that encompasses the needs of the whole person, mind, body and spirit. The Spiritual Care Department cares for the spiritual needs of patients, families, staff, and the institution as a whole.

Our chaplains are professionals whose clinical and theological training and experience enables them to compassionately minister to your spiritual, emotional, and religious needs in a way that is respectful of your beliefs and religious tradition. Our chaplains serve within the hospital, hospice, Home Health, and various areas of PeaceHealth Medical Group.

A chaplain could help you by...

- being present and listening to you.
- reflecting on the meaning of your illness and how you are understanding what is happening.
- helping you cope with your questions, concerns, fear or grief.
- offering prayer, sacraments, ritual or scripture.
- calling your pastor or congregation.
- helping you find hope again.
- supporting your family and friends spiritually or emotionally.
- assisting you with your Advance Directive.
- facilitating conversations with your physicians and other members of your care team.
- facilitating ethical decision making.

How to contact a chaplain

- Telephone the Spiritual Care office at 222-2245
- Telephone the hospital operator at 222-7300
- Ask your nurse, or any member of your care team, to contact a chaplain

Prayer Care

Prayer Care volunteers from many faith traditions and practices include individual patients in their daily prayers upon request. Patients need only provide their first name or initial and the type of prayer they seek, such as prayer for healing, trust or acceptance. For information, call 222-2245, or ask your nurse to contact a chaplain.

Chapel

You are invited to visit the chapel for a time of prayer, meditation, or quiet reflection. It is open as a place of welcome where all may experience the sacred.

RiverBend

The chapel at RiverBend is located on the second floor above the Main Lobby. Catholic Mass is celebrated Tuesday, Wednesday, and Thursday at 12:30 p.m. and is televised live on Channel 86.

University District

The chapel at University District is located on the first floor next to the gift shop. Catholic Mass is celebrated Monday and Friday at 12:30 p.m. and is televised live on Channel 50.

Daily Prayer

A prayer is read over the hospital's public address system twice daily at about 8 a.m. and 8 p.m.

Ethical Consultation Services

While amazing advances in medical technology make it possible for us to live longer and healthier lives, these same advances can sometimes lead to difficult decisions regarding the right to accept or refuse life-sustaining treatment, or how best to make a decision on behalf of individuals who are unable to make decisions themselves.

Sacred Heart has Ethics Consultation Services available to patients, families and their caregivers when help is needed to work through difficult treatment decisions. Utilizing the service may be as simple as calling the Director of Ethics for guidance or advice, or as involved as sitting down with an interdisciplinary Ethics Consult Team to discuss a case in more detail. If you would like to discuss ethical matters related to a particular case with which you are involved, please call 222-2262.

Grief Support Services

Grieving the death of a loved one is often the most difficult challenge we face in our lives. Hospice of Sacred Heart (461-7550) offers grief support groups for adults. Courageous Kids (461-7577) offers a variety of options for grieving children and teens, including peer support groups, school groups and summer camps. These support groups provide a safe, confidential environment to help normalize the deep feelings that can overwhelm us when a loved one dies.

MEDICAL SOCIAL WORK

RN and Medical Social Worker Care Managers Provide Support and Guidance

Health concerns often involve enormous social, emotional and financial concerns. Sacred Heart's RN and medical social worker care managers are available to provide emotional support and guidance for patients and their families, and to assess their needs and find the best available solutions.

Social workers also assist with planning and arranging for post-hospital care, including in-home care or care in nursing facilities, foster homes and residential care facilities. Also, our social workers can provide written information on a wide range of community services, and help patients and families in using these services. For more information, call 222-2440 weekdays from 8 a.m. to 4 p.m. or Saturdays from 8 a.m. to 1 p.m., or talk with your nurse.

BILLING INFORMATION

Worry over finances does not help the healing process. If you have questions or concerns about your hospital bill, please allow us to help. Sacred Heart is committed to working with patients and families to resolve payment of hospital bills in a fair and confidential way.

Help Is Available

We will work with you to develop short- or long-term repayment plans or help you access resources available here in our community or through government programs. We are an Outreach Facility for the Oregon Health Plan (OHP), with specially trained staff to help eligible patients complete the application process. If the balance of your hospital bill cannot be resolved by other programs, you may qualify for our Bridge Assistance Program, which reduces or eliminates the patient's account balance if his or her household income meets our eligibility requirements.

Financial Counselors Can Help

Be assured that hospital services will never be delayed or denied based upon your ability to pay. However, many resource programs require an application or screening process. The OHP and some other programs have a deadline to process applications in order to cover a particular date of service. Please do not hesitate to call us at your earliest opportunity so we can move quickly to help you.

Your health is our first priority, and your peace of mind contributes to your good health. If you have concerns about resolving your hospital bill, please contact us.

Patient Financial Services

For payments, payment arrangements, and any billing questions:
(800) 873-8253 toll free
(541) 686-7191

GIVING TO SACRED HEART

Sacred Heart would not be the nationally recognized hospital it is today without its long history of generous community charitable support, which began with the construction of a new hospital wing in the 1940s and recently provided life-saving, state-of-the-art medical technology for RiverBend.

When hospital staff members provide extraordinary support and compassion during hospitalization, many patients and family members want to express their gratitude in a significant way. The Sacred Heart Medical Center Foundation has developed its Guardian Angel program for just that purpose. Patients or family members wishing to honor a caregiver can fill out a Guardian Angel recognition form available in admission packets.

To learn more about the Guardian Angel program and about how to make a tax-deductible gift to support medical excellence and compassionate patient care at Sacred Heart, please call the non-profit Sacred Heart Foundation at 686-6958.

VOLUNTEERING AT SACRED HEART

Volunteers throughout the PeaceHealth Oregon Region give 100,000 hours every year to support patient care and services. Volunteers share their time, talents and hearts by:

- Providing information and support to families and guests.
- Assisting with way-finding and hospitality services.
- Helping families and staff in the Medical Units, Surgical Services, Emergency Department, Patient Family Guest House and Hospice.
- Operating the gift shop through the Sacred Heart Hospital Guild.

For more information, please call Volunteer Services at RiverBend at 222-2200.

IMPORTANT NUMBERS

Numbers are listed below by campus. Some numbers serve both campuses and are listed separately. Always dial 9 when calling between campuses or when calling off-campus. Numbers with a 222 prefix are RiverBend numbers. Numbers with a 9 prefix are off-campus.

RiverBend

Administration	222-2000
Dialysis (inpatient)	222-6388
Gift Shop	222-1340
Health Records	222-2166
Human Resources	222-6816
Imaging	222-1700
Library Services	222-2280
Lost and Found	222-1160
Medical Staff	222-7001
Mother/Baby	222-6909
Nuclear Medicine	222-7010
Nursing Administration	222-6811
OHVI Cardiovascular Wellness	222-7216
OHVI Healthworks	222-3835
OHVI Know Your Numbers	222-6376
OHVI Pulmonary Rehabilitation	222-7442
Patient Room Service	222-3663
Pharmacy (Walgreens)	9-736-9895
Sleep Disorders Center	222-7224
Volunteer Services	222-2200
Wound & Ostomy	222-7155

University District

Administration	686-3660
Gamma Knife Center	984-4266
Gift Shop	686-6924
Health Records	686-6841
Human Resources	686-6816
Johnson Unit	686-7058
Lost and Found	686-7105
Oregon Rehabilitation Center	686-7400
Patient Room Service	686-3663
Regional Infusion Center	686-7368
Volunteer Services	686-6825

Both Campuses

Advance Directives 222-2245
Ethics Consultation Services 222-2262
Financial Services 9-686-7191
Foundation 9-686-6958
Grievance Line 222-2495
Information and Patient Location 222-7300
Medical Social Work 222-2440
Patient Family Guest House 9-685-1970
Spiritual Care 222-2245

