

The logo features the text "you matter." in a white, lowercase, sans-serif font. The word "you" is positioned above "matter.", and a horizontal line is drawn under the word "matter.". The text is contained within a dark purple speech bubble shape that points downwards.

Care With Respect

A quick guide on what you need to know – for you and your loved ones

Hospital phone numbers

No matter where you are in life, Salem Health is here for you. If the following information doesn't answer your questions, just ask!

Our main number is 503-561-5200. Your room's phone number is on the information board in your room. To call out, first dial "9". TTYs are available. 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. You may also use your cell phone. You can improve cell coverage by turning on "Wi-Fi calling" on your smartphone to make calls without relying on your cell service carrier.

Access Services (for wheelchairs): 503-814-1100

Spiritual Care: 503-561-5562

HELP line: 2-3456

Please communicate any concern to your nurse and care team. If you and/or a family member is worried that your changing medical condition is not being addressed, call extension 2-3456. This activates a special team with a critical care nurse and respiratory therapist to come to your bedside.

Advance directives code status. An advance directive is a document that outlines your requests for care when you might not be able to speak for yourself. If you are at least 18 years old, we have either given you or offered you or a family member copies of “Things to Know” and “My Advance Care Planner.” If you wish to complete this during your stay with us, please tell a staff member. Watch the brief video at the QR code below explaining code status — what happens if your heart or breathing stops while in our care. It explains Full Code, Do Not Resuscitate, and DNR/DNI (Do Not Intubate).



**Watch Code Status
Video here**

Food and meals. Your physician will order you 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. (Visitors can pay cash at Creekside Dining, however). See back page for bistro hours.

Concerns and grievances. If questions about your care haven't been answered, we encourage you to speak with your nurse or ask to speak with a member of the nursing leadership team. You can also contact the Patient Advocate office at 503-561-5765 (or dial 1-5765 from your room).

You have access to both internal and external grievance review processes. The Patient Advocate can help you start an internal review of your grievances. Once completed, you'll receive a copy of the results. For external reviews, contact Oregon Health Authority's Health Care Regulation and Quality Improvement Office, Joint Commission, or Office of Civil Rights. The contact information for each is in the Patient Rights & Responsibilities brochure available at every nursing station. Requests for internal or external reviews can be made at any time, even after discharge.

Care Management. You and your family have the right to request and receive a discharge planning evaluation. Care Management staff will assist you with assessment

of needs, care coordination, discharge planning and accessing community resources. Ask your physician to make a care management referral or contact Care Management at 503-814-1808. Care Management helps you navigate the following:

- **Care Coordination.** You and your family are an integral part of the care team, actively participating in decisions affecting your care. Care Management helps coordinate these activities and communicates information to everyone involved in your medical treatment plan. Care Managers will listen to you and your family to understand your needs and preferences as they work with you to make appropriate plans for care in the hospital and your transition back to the community.
- **Discharge Planning.** Your discharge plan begins on the day you're admitted. Care Management will monitor your progress as your condition changes to ensure the discharge plan meets your needs and preferences.
- **Community Resources.** Care Management will help connect you with community agencies that support you.

Your care team will make the best possible recommendation for your continued care. Your preferences, physicians' orders, services covered by your insurance and government regulations all play a role in planning for your care.

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 upon admission. You can choose to opt out from the public patient directory by asking to be listed as "strictly no information". Staff will not acknowledge your presence to visitors, guests or requestors. 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 your preferred language is other than English, Salem Health provides language access/interpreters free of charge. Ask your care team, and we'll provide a qualified/certified interpreter to ensure your medical concerns and cultural needs are properly addressed.

Valuables. Salem Health does not accept responsibility for personal items, so we encourage you to leave your valuables at home. However, we can offer storage in a hospital safe if needed. This should be done upon admission. If you lose something, tell a team member immediately.

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

Nurses. You can expect a nursing leader to visit you every day. When you're awake, a member of your nursing team will visit you every hour. If you need help, the call button is on your bedrail. We'll either pop in or talk to you on 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. If you have any questions about parking, please ask a team member or visit salemhealth.org/parking.

Pets: With the exception of Service Animals, pets are not allowed in buildings on campus. However, under special circumstances, personal pets may be allowed; ask your nurse for more details.

Privacy. Please do not take photos or videos of staff and other patients without their written permission.

Spiritual Care. Our Spiritual Care staff and volunteers are here to support you 24 hours a day with many confidential services. We serve people of all beliefs, including those without a faith community. Call 503-561-5562.

Television and wireless access. A channel guide should be in your room for TV and music stations. If not, please ask a team member to bring you one. For internet access, choose the "SalemHealth-Guest" Wi-Fi network. There is no charge for using our guest network. You can improve cell coverage by turning on "Wi-Fi calling" on your smartphone to call without relying on your cell service carrier.

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

Visitors. We know it's important to be near loved ones while you're in the hospital. For everyone's safety, we follow guidelines from the Oregon Health Authority and the CDC. Please ask your nurse or check current guidelines here: salemhealth.org/visitors. After 9 p.m., for your security, all exterior doors are locked, so visitors must come and go through the emergency department entrance in Building A.

Designated support person. If you have a disability, including needing help with daily living and communication, you can choose at least three people to help you physically, emotionally and with medical decisions. At least one can be with you at all times. Support people are in addition to visitors. When you enter the hospital, we'll help you through that process.

Smoking prohibited. We are a strictly smoke-free campus. 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.



NO SMOKING ALLOWED ON CAMPUS



★ Emergency room entrance — all hours

▶ Parking entrance

i Visitor information

City bus stop

Vending services available in every building.

🚗 Patient parking

P Patient/visitor parking garage

♿ Handicap parking

🧪 Lab draw station

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

Express Yourself & Gift Shop
6 a.m. to 10 p.m.,
open every day

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

Lobby Bistro
Monday – Friday
6:30 a.m. to 2 p.m.
Hot food 11 a.m. to 1 p.m.

C **Building C**
• Salem Cancer Institute
• Medical Offices
875 Oak St. SE

D **Building D**
• Family Birth Center
• Community Health Education Center
939 Oak St. SE

Creekside Dining
7 a.m. to 7 p.m.
10 p.m. to 4 a.m.,
every day.

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

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

