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## FROM OUR PRESIDENT

### Welcome to Norman Regional's HealthPlex

Thank you for choosing Norman Regional Health System for your healthcare needs. Our staff of qualified physicians and medical professionals is dedicated to providing the highest-quality, personalized care in a respectful, courteous and timely manner.

The HealthPlex is equipped with the technology that will meet your healthcare needs and afford you the best of care. We are always working hard to deserve the honor of you entrusting us with you and your family's care.

Richie Splitt

Interim CEO and President

Norman Regional Health System



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## MISSION & VISION

### **Our Mission**

To serve our community as the leader in health and wellness care.

### **Our Vision**

To be the provider of choice to improve the health and well-being of our regional communities.



## PHONE DIRECTORY

**Main:**

**(405) 515-1000**

**Birth Certificate Office:**

(405) 515-3533

**Case Management:**

(405) 307-4337

**Compliance/Privacy Officer:**

(405) 307-1405

**Engineering Services:**

(405) 515-6854

**Environmental Services:**

(405) 515-1444

**Executive Offices**

(405) 515-1050

**Foundation Offices:**

(405) 307-1077

**Giving Tree Gift Shop:**

(405) 515-2014

**The Doris Luttrell Hospitality House:**

(405) 307-6691

**Medical Records**

**(Health Information Management):**

(405) 515-1366

**Nutrition and Dining Services:**

(405) 515-3663

**Pastoral Care:**

(405) 515-1023

**Patient Financial Advisors:**

(405) 307-2730

**Patient Financial Services:**

(405) 307-1318

**Patient Liaison:**

(405) 307-1060

**Patient Registration:**

(405) 515-2021

**Security:**

(405) 307-1482 or 88

**Volunteer Services/Auxiliary:**

(405) 307-1789

**Community Call Center:**

**(405) 307-3176**



## YOUR CARE

### **Emergencies: Dial 88**

The Medical Intervention Team (M.I.T.) is a specific group of healthcare providers dedicated to assisting a patient during an emergency situation when the patient's condition appears to be worsening at a rapid rate. M.I.T. can be reached from anywhere in the Health System by dialing 88. If you or your family member feels the need to call them for assistance, please contact your nurse or dial "88" from a hospital phone.

### **Speak Up About Your Care**

Norman Regional Health System is committed to reducing health care errors in our organization. If you have concerns about your care or safety at our hospital you are encouraged to contact your care team or call the Patient Safety Hotline at (405) 307-7899 or speak with our Patient Liaison at (405) 307-1060.

If your grievance in question cannot be resolved at this level, you may choose to contact the Oklahoma State Department of Health at:

Medical Facilities Services – Complaints  
1000 NE 10th Street  
Oklahoma City, OK 73117-1299  
Phone: 405-271-6576  
800-234-7258  
medicalfacilities@health.ok.gov

or

Joint Commission  
One Renaissance Blvd  
Oakbrook Terrace IL 60181  
Fax: 630-792-5636  
complaint@jcaho.org

### **Language and TDD Services**

Interpretation Services for available to persons with Limited English Proficiency and those who deaf, hard of hearing, or blind at no charge. If you require language assistance, please contact your nurse or the Case Management Office at (405) 307-4337. Telecommunication Devices for deaf or hearing impaired are available and provided upon request at no charge.

### **Advance Directive**

An Advance Directive for Health Care is used to communicate your healthcare decisions if you become unable to express those wishes directly. Communicating your preferences about end-of-life treatment will save your family the heartache of having to make decisions for you without knowing your wishes. Your family will feel reassured knowing that they are honoring your wishes.

A chaplain is available to answer your questions or to assist you in completing an Advance Directive for healthcare. This document includes:



## YOUR CARE

- A Living Will
- Health Care Proxy
- Directions about your future medical care, including life support options and organ donation preferences

Forms can be obtained through the Pastoral Care office or by calling them at (405) 307-1023.

### Tobacco-Free Campus

All Norman Regional Health System facilities are tobacco-free inside and outside. Tobacco use is not allowed by patients, visitors or employees within the hospital, at any of the entrances, grounds, parking lots or property owned or maintained by the Health System. The use of electronic cigarettes is prohibited inside and outside of NRHS property, so as not to cause confusion regarding the Health System's tobacco free policy. Your cooperation is greatly appreciated.

Norman Regional Health System provides tobacco cessation counseling to all patients who use tobacco products. A full-time counselor will visit you in your room to offer advice, techniques and free enrollment in the "Quit Smart" class. Please tell your nurse if you would like to contact a tobacco cessation counselor.

### iCare

At Norman Regional our employees are committed to five behaviors: acting with **Integrity**, actively **Communicating**, displaying a positive **Attitude**, focusing on **Results** and always having **Engagement** with our patients, customers and co-workers. (iCare)

If one of our staff members goes out of his or her way to help you, please let us know by filling out a iCare card. Cards may be found at the iCare boxes that are located throughout the hospital. Upon completion, the cards should be dropped into the iCare boxes located throughout the hospital. If at any time you have concerns about your care, please feel free to contact your care team or patient liaison.

### Guardian Angel Program

The Norman Regional Health Foundation has developed a Guardian Angel program to help honor caregivers. This program provides patients a meaningful way to express their appreciation to a caregiver and make a tax-deductible donation to the Norman Regional Health Foundation. Gifts in any amount are welcome.

Your guardian angel can be a physician, nurse, housekeeper, dietician, laboratory technician, transporter, physical therapist,





## YOUR CARE

receptionist or any other Health System employee who provides extraordinary care, service, dedication and sensitivity to the needs of you, your family and friends.

Recognizing your Guardian Angel is the keystone of the Guardian Angel Program. Each Guardian Angel will be honored among their peers and receive a specially designed lapel-pin to signify their angel wings. All employees wearing Guardian Angel pins will be recognized for the extra special care rendered to a grateful patient!

To make your donation contact NRH Foundation at (405) 307-1077 or mail your donation to:

NRH Foundation  
PO Box 1665  
Norman, OK 73070



## YOUR ROOM

### During Your Stay

Your room will be cleaned daily between the hours of 8 a.m. and 3 p.m. Should you need cleaning services during the hours Monday through Friday, please contact your nurse or call Environmental Services at (405) 515-1444. For Environmental Services after 3 p.m., please contact your nurse.

There is an informative video on Channel 2 of the Norman Regional Hospital televisions that shows and explains the process of cleaning a patient room. Please feel free to watch this 3 to 4 minute video at any time during your stay.

Please tell your nurse if any of the following need repair:

- Television set
- Nurse Call button
- Bed
- Plumbing
- Air/Heating system

### Television

Televisions with basic Cox Cable are provided in all rooms at no charge. Closed captioning equipment is also available. If you should require this service, please contact your nurse. Most patient rooms are also equipped with a DVD player.

### Telephone

The hospital telephone system operates through a 24-hour switchboard. Unless dialed direct, calls will only be connected to your room between the hours of 7 a.m. and 9:30 p.m. If you would like to stop receiving calls, please advise your nurse.

### Cell Phone

Cell phones are allowed in some areas of the HealthPlex. Please check with your nurse before using your cell phone to make sure you are not in a restricted area.

### Outgoing Calls

For local or toll free calls – dial “9” then enter the number. A busy signal after dialing indicates all outside lines are busy and you will need to try your call again. For long distance calls – dial “9” plus “0” plus the area code (if not 405) then the number. At the tone, enter your credit card information or stay on the line for an operator. Following these dialing procedures can access any long distance carrier. All long distance calls must be made collect or paid for by a credit card. Long distance calls may not be charged to your hospital bill.



## YOUR ROOM

### Courtesy Telephone

Courtesy telephones are available in the some of the waiting rooms, lobby areas and volunteer desks. Please ask a staff member for the location of the nearest courtesy phone.

### Incoming Calls

Your family and friends may call your room direct by dialing 515 and then your four digit room number.

### Before You Leave

Please check to make sure that you take all of your personal belongings when you are discharged.

- Check for personal items in your room such as watches, rings, glasses, dentures and hearing aids.
- Don't forget to check the closet, bedside furniture and bathroom for additional items.
- Remember to take home personal items placed in the hospital safe and any medications you brought with you.
- The hospital is not responsible for lost or stolen items.
- If you think you've lost something, please call Security at (405) 307-1482.
- Ask your nurse for medication instructions and prescriptions, as well as instructions for care at home including dietary guidelines and follow-up appointments with your physician.



## DINING

### Cafeteria Hours

Breakfast: 6:30 a.m. to 10 a.m.

Lunch: 11 a.m. to 2 p.m.

Dinner: 5 p.m. to 7 p.m.

The cafeteria is located on the Ground Floor of the HealthPlex. It features a hot food line, grill area, and snack items.

### Daily Grind Coffee Shop

Hours of Operation: 6:30 a.m. to 3 p.m. Monday through Friday

The Daily Grind is located near the Main Entrance of the HealthPlex. You can purchase Starbucks coffee, pastries, sandwiches, salad, and more. The Daily Grind is operated by the Norman Regional Auxiliary.

### Guest Meal Trays

Guests may have a tray delivered to the patient's room with the regular meal service. Guest meals must be paid for in the cafeteria and cannot be charged to the patient's room. For more information on this service, please contact your nurse.

### Room Service

Patient room service is available from 6:30 a.m. to 6:30 p.m. Trays will arrive at a patient's bedside within 45 minutes of placing an order. Guest meal trays are also available. Currently, family members or guests must pay for their meal in advance at the cafeteria.

### Vending Machines

Vending Machines are located throughout the hospital in some waiting areas and the cafeteria.



## COMMUNICATIONS

### Online Access

Free Wi-Fi is available throughout the HealthPlex. Please see your nurse for other computer and internet services.

### Online Health Newsletter

Better health is only a click away. Norman Regional Health System offers a monthly health newsletter. The newsletter includes timely health information, news and events from the Health System, fun facts and more. Visit [NormanRegional.com](http://NormanRegional.com) to sign up to receive local health information.

### Keep in Touch

Keep up-to-date with happenings in the Health System and the HealthPlex by following us on Twitter at [twitter.com/NormanRegional](https://twitter.com/NormanRegional). You can also become a fan of the Health System on Facebook at [facebook.com/normanregional](https://facebook.com/normanregional).

Did you have a positive experience you would like to share with others? Norman Regional has a patient blog on our web site at [NormanRegional.com](http://NormanRegional.com)

### Support Groups and Classes

Norman Regional Health System offers special classes and support groups for patients and their families. These classes can aid in recovery or help with the management of the illness or condition. For a current list of available subjects and schedules please visit [NormanRegional.com](http://NormanRegional.com)

### Non-Discrimination Statement

Norman Regional Health system ensures all patients, visitors and community members are not excluded from any services on the grounds of race, color, nation origin, disability, age, sex, sexual orientation, gender identity, religion, creed, blind or other sensory disabilities consistent with applicable state and federal law. If you feel you have been discriminated related to any of these reasons, please contact the American Disabilities Act Section 504 Coordinator at (405) 307-1405.



# VISITORS

## Visitor Guidelines

Guests are welcome in many areas of the hospital from 10 a.m. to 9 p.m. The following guidelines have been established to ensure the patient's adequate rest and necessary care.

- As lengthy visits can be tiring for a patient, we ask that visits be kept short.
- We ask that no more than three guests visit at one time.
- We don't allow any latex products in patient areas, such as balloons. Visitors should make sure all gift balloons are made of non-latex materials such as Mylar.
- An adult should accompany children under the age of 16 and please check with the nurse before bringing small children or babies.
- Anyone who is sick with a cold, the flu or running a fever – or is not feeling well should postpone the visit until another time to protect the patient.
- Nurses may ask visitors to leave the room when personal care is given, a procedure is performed, a physician conducts an examination, or if the patient needs to rest.
- A family member may stay overnight with a new mother, pediatric patient, a confused or critically ill patient, as well as with a patient on the first night

following surgery. Chair-beds may be available. Contact the patient's nursing unit for assistance.

- Additional guidelines may apply to certain areas of the hospital, and will be made available to guests at the specific department.
- Parents of pediatric patients are encouraged to aid their child's recovery and may stay with their child at all times. Meal passes are provided at no additional charge.
- After general visiting hours, guests are instructed to enter through the Chest Pain Center or Women's and Children's entrances. At this time, visitors must obtain a pass from a security officer at the desk. Security will monitor these entrances and is available to assist visitors.

## Visitor Entrances

The HealthPlex has three entrances: the Main Entrance, the Chest Pain Center, and Women's and Children's. The Main Entrance is open from 4:30 a.m. to 9 p.m. daily. The entrances to the Chest Pain Center and Women's and Children's Pavilion are open 24-7.



## VISITORS

### Parking

#### VISITOR PARKING:

Designated parking is available for visitors near the main entrances. Signs are posted to guide you to the best place to park.

#### VALET PARKING:

Valet Parking is available at the HealthPlex's Main Entrance between the hours of 7:30 a.m. and 4:30 p.m. Monday through Friday. This service is free for patients and visitors, though attendants do accept tips for exceptional service. Valet parking is partially funded by a generous donation from the Norman Regional Auxiliary.

### The Doris Luttrell Hospitality House

Located at the Norman Regional Hospital / Porter Campus

The Doris Luttrell Hospitality House, operated by the Hospital's Auxiliary, offers affordable overnight accommodations for out-of-town families. It is conveniently located at 516 Rich Street directly across from the Norman Regional Hospital's south parking lot. The fees are as follows:

- 2 guests      \$35.00
- 3 guests      \$40.00
- 4 guests      \$45.00

Call (405)307-6691 for reservations or you may make them in person at the Hospitality House. Rooms are available on a first come, first serve basis. A list of local hotels is also available from the staff at the Hospitality House.



## SERVICES

### Case Management

Case Management Services are available to help you and your family cope with the stresses of illness, direct you to community resources, and assist in planning for care when you leave the hospital. To request this service, contact your nurse or Case Management as listed in the directory. Case Managers are available Monday through Friday from 8 a.m. to 5 p.m. During the weekends, they are on-call for urgent or emergent needs. Their services are free.

### Giving Tree Gift Shop

The Giving Tree Gift Shop offers a variety of gift items, toiletries and snacks. The Norman Regional Auxiliary operates the Gift Shop. The HealthPlex's Giving Tree Gift Shop hours are 9 a.m. to 6 p.m. Monday through Thursday, 9 a.m. to 3 p.m. Friday, and noon to 4 p.m. Saturday and Sunday. Please visit our online Gift Shop anytime and from anywhere at [NormanRegional.com](http://NormanRegional.com) to conveniently purchase gifts. All online gifts are delivered directly to the patient's room.

### Pastoral Care

The HealthPlex's Chapel is located on the first floor, to the east of the Main Volunteer Information Desk. The Chapel is open at all times to people of all faiths for peaceful reflection, prayer or meditation. A prayer box is located in the Chapel, where written prayer

requests may be placed. Our chaplains pray regularly for these specific requests.

Our Chaplains and trained volunteers are here to offer spiritual and emotional support and will be happy to contact your minister, priest, rabbi or spiritual advisor for you, if requested. Chaplains are available 24-hours a day, seven days a week. Please contact your nurse if you would like to speak with a Chaplain.

### Volunteer Services

HealthPlex volunteers dress in blue and white striped uniforms. They provide many services to our patients and visitors, including relaying information to your relatives while you are in surgery and recovery.

### Consumer Health Information

The Health Sciences Library at Norman Regional Hospital offers patients and their families the resource of Consumer Health Information. A librarian will look up current reliable information on health topics for personal use including books and periodicals. Online information access is also available. All questions are kept strictly confidential. The Health Sciences Library is open from 8 a.m. to 4 p.m. Monday through Friday, located at Norman Regional Hospital, 901 N. Porter, between the South Entry and the B Elevators across from the Foundation offices.





## SERVICES

### Home Run Van

The Home Run Van can provide you a ride from the HealthPlex to a destination within a 50-mile radius. The cost is \$20 for the first five miles and \$1 for each additional mile.

The Home Run Van service is available from 10 a.m. to 6:30 p.m. Monday through Friday (excluding holidays). To arrange a ride, please call Case Management at (405) 307-4337.

### Home Medical Equipment

Norman Regional Home Medical Equipment offers a full line of readily available and dependable home medical equipment and supplies to rent or buy. For a complete list of available equipment please call (405) 307-6620.



## FINANCE

### Patient Advisors

Norman Regional Health System is committed to helping you make the most informed healthcare decisions possible. We realize you have a choice regarding where you receive healthcare services and we appreciate your consideration. We encourage you to contact our Patient Access Advisors, (405) 307-2730 or nrhsptaccadv@nrh-ok.com to receive a price estimate for any service in which you are interested. Please be prepared to provide the CPT (Current Procedural Terminology) code and description of the services for which you are requesting a price estimate. If you're unsure of the CPT code, please ask your physician.

Actual charges on your final hospital bill may vary from the estimate, based on your medical condition, unknown circumstances or complications, final diagnosis, and recommended treatment by your attending physician(s). Persons with insurance should also contact their health benefits administrator for the most accurate information regarding your benefit plan structure, deductibles, co-payments, coinsurance and any other factors that might affect personal financial liability for anticipated health care services.

Estimates provided by NRHS cover hospital charges only, and do not include

professional fees such as those provided by a physician, surgeon, radiologist, pathologist, anesthesiologist, nurse practitioner or other independent practitioner. All professional fees are billed separately.

### Financial Services

When you are released from the hospital, the Patient Financial Services Department will review your bill for accuracy. Itemized statements are available upon your request.

#### UNDERSTANDING YOUR BILL:

Your hospital bill will include charges for:

- Room and board
- Medications
- X-rays
- Lab work
- Anesthesia materials
- Diagnostic tests
- Emergency Department fees, if applicable
- Medical supplies

#### IN ADDITION TO YOUR COMPREHENSIVE HOSPITAL BILL, YOU MAY RECEIVE SEPARATE BILLS FROM:

- Your primary physician
- The pathologist who interprets your lab results
- The radiologist who interprets your x-rays



## FINANCE

- The anesthesiologist who administers your anesthetic
- Any other physician involved in your care
- Your emergency room physician, if applicable

### IMPORTANCE OF TIMELY PAYMENTS:

Norman Regional Health System must collect payments in a timely manner in order to have the resources to provide quality patient care. Accounts are not turned over to collection agencies or reported to the Credit Bureau until our own collection efforts have failed. If it becomes difficult for you to make a scheduled payment, it is your responsibility to contact Patient Financial Services so the necessary arrangements can be made.

### OVERPAYMENTS AND REFUNDS:

If the overpayment is from insurance payments, the refund(s) will be made to the insurance companies. Overpayments you made personally will first be applied to any other unpaid accounts for which you are responsible. The balance, if any, will be refunded to the guarantor on the account.

### TYPES OF PAYMENTS ACCEPTED:

You may pay for hospital services by cash, check, money orders, VISA, MasterCard, Discover or American Express.

### PATIENTS WITH INSURANCE:

We accept "Assignment of Benefits" and will bill your insurance company for covered services.

You will pay the hospital directly for the estimated balance due after insurance based on the benefits given by your insurance company at the time of registration. Arrangements must be made for payment of this amount prior to or at the time you are discharged.

### PATIENTS WITHOUT INSURANCE:

If you do not have insurance, arrangements should be made for payments at the time or prior to the time of service. If you are scheduled for surgery, then you can make arrangements with Patient Financial Services for a deposit prior to your scheduled procedure.

### EMERGENCY DEPARTMENT PATIENTS:

Insurance will be accepted for Emergency Department services. We will accept an "Assignment of Benefits" and bill your insurance carrier directly. Payments of emergency co-pays are due upon discharge.

### TRANSFER BETWEEN FACILITIES:

There is no charge if you are transferred to another facility within Norman Regional Health System.



## FINANCE

### **ADDITIONAL INFORMATION ABOUT ACCIDENTS AND INJURIES:**

If you have been injured in an accident, after which you pursue litigation, you will still be responsible for your account and expected to pay for hospital services as explained. The hospital does reserve the right to file a lien against any monies that may be awarded to ensure reimbursement for services rendered.



## SAFETY

### Patient Safety

Your safety is a top priority for Norman Regional Health System. In coordination with the Joint Commission of Accreditation's National Patient Safety Goals we have implemented these guidelines to keep you safe during your hospital stay:

#### IDENTIFICATION

In order to ensure proper patient identification, we use two patient identifiers when providing care for you. Your nurse, physician, pharmacist or healthcare provider will check your name and account number found on your armband anytime they administer care to you. This includes things such as giving you medication or collecting a blood sample or specimen.

#### PREVENTING INFECTION

Proper hand hygiene is extremely effective at reducing the number of germs present on the skin and can help prevent infections that are difficult to treat. Everyone caring for you should practice good hand hygiene. If you fail to see a doctor, nurse, or other healthcare provider clean their hands with soap and water or use a waterless alcohol hand rub when entering your room to provide care just remember, it's ok to ask. Norman Regional Health System has a program to promote hand hygiene called, "Wash In Wash Out." It asks that everyone entering a patient room

wash their hands directly after entering the room and also when they leave.

#### CHECKING MEDICATIONS

Your healthcare provider will ask you what medicines you are currently taking (including over the counter and vitamins) to help create a list during your hospital stay. Please be sure to alert them if you are taking any blood thinners. This will help ensure medication safety during your stay. When you are discharged from the hospital you will receive a copy of the list.

#### PREVENTING FALLS

Those patients at risk of falling are placed on a fall prevention program. When admitted to the hospital, you will be asked if the medication you are taking could make you weak, dizzy or sleepy. If so, precautions will be taken to ensure your safety, such as assistance when leaving your bed to use the restroom as well as other measures to prevent you from falling.

#### ACTIVE INVOLVEMENT IN YOUR CARE

You have the right to ask questions about your care. If you don't understand a medication, procedure or have a concern regarding your care, your nurse and physician are here to help and answer questions. If you have a suggestion or concern about your care, you may leave a message at our patient



## SAFETY

safety hotline at (405) 307-7899 and your call will be returned promptly.

### PREVENTING ERRORS IN SURGERY

The surgical staff uses many checklists and protocols to ensure your safety before, during and after your surgery. One of these might include involving you in the process of marking the body part where surgery will be performed.

Another effective tool called “time out” is often used. A “time out” before surgery involves verifying the patient, procedure, surgical site and other pertinent information before the procedure begins.

### Security

A security program exists to ensure a safe and secure environment for patients and guests. Please report any concerns to your nurse or other hospital staff. The security staff is available for assistance, including providing escort to vehicles after dark. Please see the directory to call Security directly or you may page security through the hospital operator by dialing “0” after dark.

If patient belongings are unable to be sent home, the hospital provides a safe you may use to secure small items. Norman Regional

is not responsible for lost or broken items. If you have an emergency, please dial “88” and someone will assist you.

### National Patient Safety Goals

For more information and a complete list of the National Patient Safety Goals please visit the Joint Commission Website at [jointcommission.org](http://jointcommission.org).

State Health Department Hotline:  
405.271.1269 or 800.234.7258