



Great Bend Regional Hospital

PATIENT GUIDEBOOK



A to Z
Everything Patients and Their
Families Need to Know

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Dear Patients and Family Members,

Welcome to Great Bend Regional Hospital.

We are passionate about providing you and your family the highest-quality medical care and service. We have designed our hospital with your comfort in mind. Please let us know how we can best serve you during your stay.

Thank you for choosing Great Bend Regional Hospital. We know there are many healthcare options, and we appreciate your confidence in us. We value our relationship with you and are committed to earning your loyalty.

Great Bend Regional Hospital History

Great Bend Regional Hospital, formerly the Surgical and Diagnostic Center of Great Bend, started providing services in April 2001. The surgical hospital opened with two operating rooms, one procedure room, and four inpatient beds. In 2005, there was an expansion to change the procedure room to an operating room, and five more hospital inpatient beds were added. This expansion also included the outpatient imaging center.

In July 2009, the Surgical and Diagnostic Center of Great Bend took a huge step, not only by changing its name, but also by becoming the first and only physician-owned community hospital in the United States. This change expanded the healthcare options of Great Bend and the surrounding communities. The physicians and medical professionals at Great Bend Regional Hospital practice medicine with the most current technology and provide quality care in a comfortable and patient-focused environment.

Our hospital, licensed by the state of Kansas and Medicare approved, offers patients a safe and professional environment. Our highly qualified nursing and technical staff were chosen for their vast experience and their dedication to patient satisfaction, so you can be assured that you and your family are receiving quality care.

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ACCREDITATION

Great Bend Regional Hospital (GBRH) is accredited by the state of Kansas and the Centers for Medicare & Medicaid Services.

ADVANCE DIRECTIVES

For information on advance directives (such as a living will or a durable power of attorney for health care), please ask to talk to the hospital social worker. The social worker can provide that information and answer any questions you may have.

ATM

The ATMs closest to the hospital are at American State Bank and Dillons, both located on McKinley Street, just a few blocks north of the hospital.

BLOOD WORK

Lab work is necessary during a hospital stay to monitor your progress. In order to have all of the results on the chart ready for the doctor, we have daily lab draws between 4 and 5 a.m.

CALL LIGHTS

A call-light button is provided in each patient room. Every time the nurses and aides leave the room, they will ensure that your call-light button is positioned where you can reach it. It is our priority to answer your call light as quickly as possible. For your safety, we encourage you to use your call light each time you want to get out of bed. We will be happy to assist you.

CHAPLAIN

Great Bend Regional Hospital collaborates with several chaplains in the Great Bend community to provide chaplain services to patients and their families on a weekly rotating schedule. Chaplains are at the hospital visiting patients daily. If you would like your own chaplain or minister to visit you while you are at the hospital, staff will make the contact for you, at your request.

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DINING ROOM

The hospital dining room — including the all-seasons room and patio — is available for patients and their family members to enjoy. The dining room is open from 7 a.m. to 1:30 p.m., Monday through Friday, serving breakfast and lunch. Guest trays are available for family members in the evenings and on weekends for \$5 each. Please order guest trays at least one hour before you'd like the meal to be served. For guest trays, payment upon ordering is appreciated. Patient meal times are 8 a.m., 12 p.m. and 5:50 p.m.

DISCHARGE SERVICES

The social worker and discharge planner at GBRH will collaborate with the patient, family, medical provider, and community resources to develop and implement appropriate and timely discharge plans. Discharge planners are at the facility Monday through Friday. Discharge planning begins upon admission to the facility. Whether the goal is to return home or transfer to another level of care, discharge-planning staff will work to make the transition as smooth as possible. The staff is knowledgeable about community resources and services that may benefit your transition.

DISCHARGE TIMES

Great Bend Regional Hospital staff will work with the patient, family and community resources to see that discharges typically occur by noon. Every effort is made to communicate with the patient and family members concerning the discharge process.

EXERCISE

Exercise is a vital part of a healthy recovery. However, it is critical that you visit with your physician about what exercise regimen is appropriate for you and when to start exercising. Your physician may refer you to a physical therapist. It is extremely important that you closely follow your physician's and your physical therapist's recommendations.

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FINANCIAL ASSISTANCE

Great Bend Regional Hospital offers financial assistance to patients who do not have or cannot obtain adequate financial resources to pay for their care. Patients seeking financial assistance must make a good-faith effort to obtain coverage from available public assistance programs. A public-benefit screener is available to assist patients in obtaining public assistance.

Patients seeking financial assistance will need to complete and submit a Great Bend Regional Hospital Financial Assistance Form with required documentation. The form and documentation will be reviewed to determine whether the patient qualifies for a reduction in the cost of the billed services.

GOOD COMMUNICATION

Communication is essential in delivering quality care. If you or a family member have questions, or if you have information on your health history, please write down those questions and comments. We invite you to go over them with your nurses or physician. Express any fears or concerns you may have so that we can address them immediately.

HOME CARE

If you and your physician decide that home-care services may be needed, please ask to see the hospital’s social worker or discharge planner to discuss these services.

HOTELS

If you or a family member need overnight arrangements in Great Bend, the following hotels offer discounts to GBRH patients and their family members. When making a reservation, be sure to mention Great Bend Regional Hospital in order to receive the discount.

Holiday Inn Express & Suites
620-603-6565
3821 10th Street

Comfort Inn
620-793-9000
911 Grant Street

Best Western
620-792-3541
2920 10th Street

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INFECTION CONTROL

One of the main goals of GBRH is to provide a safe environment during your stay, and one crucial way to achieve safety is to prevent the spread of infection. We ask that if visitors are experiencing any cold- or flu-like symptoms, they do not visit the hospital. During flu season, there may be stricter guidelines for visitation in the hospital. We also encourage all visitors to wash their hands frequently and to use the alcohol rub located right inside of every room both when entering and when exiting.

JOBS

To learn how you might begin a career with GBRH, please go to our website at www.gbregional.com. Under “Careers” click on “Job Openings” for a listing of open positions at Great Bend Regional Hospital. From this page, you can submit an employment application. Our human resources department will receive your application and will contact you.

KNOW YOUR MEDICINES

Before giving you any new medicine, the hospital staff will tell you what the medicine is for and describe possible side effects. Please feel free to ask questions about anything you are unsure of.

LIVING WILL

It is important for everyone to have a living will, which documents your medical wishes in case you are ever unable to make decisions for yourself. If you need more information on living wills, please ask to talk to the hospital’s social worker or discharge planner.

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MEALS

Our goal is to provide you with delicious, nutritious meals that strictly follow your physician’s dietary orders. Our hospital dietitian works closely with our dietary department to ensure that your nutritional needs are met. Please see **Dining Room** for patient meal times and information on guest meals.

MEDICAL RECORDS

The patient or the patient’s legal representative must sign a patient release form to release any part of the patient’s records. The form must be filled out completely and accurately with names, addresses, phone numbers, and the information being requested.

Documentation must be on file designating the patient’s legal representative.

Records will not be released to the patient’s relative without the consent of the patient or the patient’s legal representative.

A copy of the patient’s (or the patient’s legal representative’s) driver’s license or other form of photo identification will be required to confirm identity.

MEDICATION

Great Bend Regional Hospital is happy to provide you with the medications you will need during your hospitalization. However, if you would like to use your own medication from home, there are a few steps you will have to follow. First, the nurse must get a physician’s order to use home medications. Second, the medications must be removed from the room, in order to prevent duplicate doses. When the nurse removes the medication from the room, we will count the pills and send them to the pharmacy for safekeeping. Upon discharge, your home medications will be returned to you. Please let your nurse know if you have any questions or concerns about your medications.

NEWSPAPERS

The Great Bend Tribune and The Hutchinson News are both available for patients. The Great Bend Tribune is provided to patients every morning with breakfast. Please let your nurse know if you would also like a copy of The Hutchinson News.

NOTARY PUBLIC

We have notaries on site at the hospital. Please contact our administrative offices, extension 6280, to make arrangements for notary services.

All requests for medical records will be addressed within five days of receipt of the request.

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ORGAN AND TISSUE DONATIONS

Organ and tissue transplants are nothing short of lifesaving. But there is an extreme shortage of donors. This is why Great Bend Regional Hospital supports and participates in the Midwest Transplant Network, which is devoted to organ and tissue procurement and public awareness in Kansas and the western half of Missouri.

Why Donate



In spite of nationwide education efforts, there is a serious shortage of registered organ donors in the United States. Today, nearly 100,000 people are on the waiting list for organ transplants. By choosing to be an organ donor, you might be saving the lives of as many as eight people through organ donation, and bettering the lives of another 50 people through tissue donation. To learn how you can give life as an organ, eye and tissue donor, ask the Great Bend Regional Hospital staff for more information.

PAIN MANAGEMENT

The hospital nursing staff will work hard to keep your pain under control. Communication with your nurse is an important part of controlling your pain. Please honestly and regularly communicate your pain level to your nurse. The best way to describe your pain is on a scale from 0 to 10.

After surgery, a reasonable amount of pain is expected. However, with the help of the anesthesia providers, your physician, and your nurses, there are steps we can take to address your pain. Your comfort is important to us.

PHYSICIAN ROUNDS

The physicians make rounds each morning, generally between 7 and 8:30 a.m. Depending on the patient's condition, physicians may return after their office or clinic hours.

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PRIVACY INFORMATION

Great Bend Regional Hospital respects your privacy. When you checked in, you were given the hospital’s Privacy Notice, as well as your Patient Bill of Rights. If you have any questions concerning these documents, please ask to speak to the privacy officer. If you feel your privacy rights have been violated by this facility, you may submit a complaint to our privacy officer by sending it to:

Great Bend Regional Hospital

Attention: Privacy Officer
514 Cleveland Street
Great Bend, KS 67530

The privacy officer can also be reached at 620-791-6208.

QUESTIONS

It is important to us that we address all of your healthcare questions. During your hospital stay, you will likely have questions for your nurses, your physician and your discharge planner. We have provided you a notepad where you can write down your questions as you think of them. We will listen carefully to your questions and do our best to explain things in a way that’s easy to understand. Communication is vital in delivering the health care you need.

QUIET

One of our goals at Great Bend Regional Hospital is to provide a quiet environment, which has been proven to help patients heal faster. In particular, we take extra steps to reduce the noise around your room. You will notice there is very little overhead paging at GBRH, and we ask all patients to control their television sound, particularly after 8 p.m. Also, our hallways are carpeted to reduce the noise level outside of your room. You can request at any time for your door to be shut to reduce outside noise. If there is anything else we can do to provide a quiet, healing environment, please talk to your nurse.

RIGHTS

You received a copy of our Patient Bill of Rights when you were admitted. If you have any questions or concerns about your rights and responsibilities, or if you would like another copy, please ask to speak to the social worker or administration.

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SAFETY

Your safety during your stay is one of our main priorities. Throughout the year, we will have drills for all sorts of situations, such as weather events, medical emergencies, and fires. Please do not be alarmed if you hear one of these announced overhead; we are just practicing so that we are prepared if the real thing should happen.

We will take extra steps to help you move safely during your hospital stay, including gait belts, or staff to help you to the bathroom. Fall prevention is something that will be assessed upon admission so that an appropriate safety plan can be designed for you.

SATISFACTION SURVEY

We are continuously looking for ways to improve our services and your stay. A patient satisfaction survey will be mailed to you following discharge. However, if you have any concerns while you are here, please notify any staff member, and we will make our best effort to resolve them immediately.

SMOKING

Smoking is not allowed within the hospital, in accordance with Kansas House Bill 2221. Smoking is only permitted within designated areas outside of the hospital.

SMOKING CESSATION

According to the Centers for Disease Control and Prevention, smoking or tobacco use can result in nicotine dependence and major health problems. Quitting smoking can greatly reduce your risk of related diseases such as heart attack, stroke, cancer, COPD and other respiratory illnesses. It can also significantly reduce your risk of premature death. While it is always better to quit earlier, there are benefits to quitting at any age.

There are many resources available on quitting. Also, talk to your healthcare provider about options that may help with this process.

KanQuit
www.QuitNow.net/Kansas
1-800-QUIT-NOW

American Cancer Society
www.cancer.org

American Lung Association
www.lung.org

American Heart Association
www.heart.org

SPECIAL ASSISTANCE

If you need an interpreter, closed captioning, a sign language interpreter, or amplifiers for the hearing impaired, please ask your nurse to obtain assistance for you.

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TELEPHONE

In patient rooms, a telephone is provided to receive incoming calls and to make local outside calls. To make a local call, dial 9 and then the number.

TELEVISION

Rest is extremely important for a quick recovery from your illness or surgery. However, we know you can't sleep all the time. GBRH has provided a complete TV channel lineup to help you pass the time. Please keep in mind that other patients are also trying to rest and recover, so we appreciate you keeping your volume at a suitable level. A channel guide is provided in your room.

UNDERSTAND YOUR DISCHARGE INSTRUCTIONS

It is vital that you understand your discharge instructions. Hospital staff will verbally go over instructions with you *and* send written instructions with you when you leave. This information will include what symptoms or health problems to look out for after you leave

the hospital. If you have questions or concerns after you have left GBRH, please do not hesitate to call us at 620-792-8833 anytime, day or night, and ask for a nurse.

VISITORS

Great Bend Regional Hospital prefers that visiting hours occur between 7 a.m. and 9 p.m. However, we understand there are times when you want to stay with your loved one. Visitors are encouraged to visit when in good health. Visitor health is especially important during flu season. Please check with the patient's nurse if you have any questions regarding visitation.

WEB

Please visit www.gbregional.com to learn more about Great Bend Regional Hospital. You can read about the services we offer, our medical staff, upcoming events, and patient rights.

WI-FI

Wireless Internet access is available throughout the hospital, free of charge.

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X: EXCELLENCE

We encourage you to give us your feedback so that we can continue to offer the highest-quality care possible. We strive to provide a culture of excellence where you always feel well cared for.

YOU

You are our focus. As the hospital’s mission states, we are here to provide the highest quality of patient care in a family-oriented, patient-focused environment. Simply put: We are here to serve you.

ZZZs

Sleep is the one thing that can help you recover the quickest.

Your recovery is our main goal, and this is what we kept in mind when deciding on the guidelines in this book. But we know that every situation is different, and we try to stay flexible regarding what serves the patient best. Please let us know if you have any questions, concerns or requests.

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Great Bend REGIONAL HOSPITAL

www.gbregional.com | 514 Cleveland Street | Great Bend, KS 67530 | 620.792.8833