

## Charges

Oklahoma Spine Hospital charges are based on our operating expenses and prevailing rates for similar services in our community. Our goal is to provide you with the highest quality health care at the lowest reasonable cost. Your daily hospital charge covers your room, routine care, bedside meals, housekeeping, pharmacy, lab and radiology. An itemized list of these charges will appear on your first hospital statement. All fees of physicians, anesthesiologists, private nurses and certain other consultants such as pathology involved in your care will be billed separately. If you should have any questions regarding your bill, please contact our patient accounts office at 775-4470 or toll free 866-732-4463.

## Patients' Bill of Rights

Oklahoma Spine Hospital shall inform, whenever possible, each patient and/or legal representative of the patient's rights in advance of providing or discontinuing care.

- a. Beneficiary Notice of Non-Coverage and right to appeal premature discharge
- b. Patient participation and means for making informed decisions regarding his/her plan of care
- c. Information to the patient or family of patient care and to involve the patient and family to make informed decisions regarding their care planning and treatment, including the requesting and/or refusal of treatment, their health status, not to be constructed as a demand for the provision of treatment or services deemed medically unnecessary
- d. Prompt notification of the patient and his/her representative of patient choice and to promptly notify the patient's physician of admission



- e. Personal privacy
- f. Provision of care in a safe setting
- g. Freedom of all forms of abuse and harassment
- h. Confidentiality of clinical records
- i. Patient access to clinical records as quickly as record keeping system permits
- j. Procedure for submission of a written or verbal grievance

### k. Pain Management

- l. Visitation rights –visitation shall not be restricted or denied based on race, color, national origin, religion, sex, sexual orientation

### Advance Directive

- a. The organization allows the patient to formulate advance directives and organization staff and physicians will comply with the advance directives in accordance with Federal and state law, rules and regulations

### Language

- b. The hospital shall inform the patient and/or legal representative of their rights in a language or format that the patient and/or legal representative understand
- c. The hospital provides interpreting and translation services as needed
- d. The hospital provides information to the patient who has vision, speech, hearing, or cognitive impairments in a manner that meets the patient's needs

### Informed Consent

- a. The organization shall obtain informed written consent from each patient or authorized representative for the provision of medical and/or surgical care except in medical emergencies.



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## PATIENT INFORMATION

For Your Admission  
& Hospital Stay



# THANK YOU

## for choosing Oklahoma Spine Hospital.

Oklahoma Spine Hospital announces that it has achieved national accreditation from DNV (Det Norske Veritas) Healthcare, the newest and first Medicare-approved hospital accreditation program that integrates the ISO 9001 quality management system with the Medicare hospital standards and which requires the organization to evaluate the continuum of patient care throughout an entire healthcare system and take measured steps to improve when it is warranted.

Our goal is to always recognize and respect you as an individual, your rights to privacy, and your need for emotional support and guidance.

The information included in this pamphlet will help answer any question you might have regarding your stay at Oklahoma Spine Hospital. If there is any way we can make you, or your family, more comfortable while you are a patient at our hospital please let us know.

The following numbers will help you obtain additional information if you need it.

Hospital Main Number ..... 749-2700  
Fax Number ..... 749-2783

### Before You Arrive

**You must bring a photo ID and insurance card with you to the hospital for admission with each visit. Pre-admission**

Your admission to Oklahoma Spine Hospital was requested by your physician. The hospital's pre-admissions staff will contact you prior to your surgery. You may pre-admit in person or by phone. If you have not been contacted within three business days after your surgery has been scheduled you may call 405-749-2745 for questions. If you have an Advance Directive, living will, or health proxy completed, please bring these documents with you to the hospital. Please ask for information or copies of the Advance Directive at the admission desk. Bring a list of all medications, including over the counter and herbal medications.

#### Confidential Information

We will need personal and medical information that will help us provide you with the best health care possible. The Oklahoma Spine Hospital is committed to providing a high level of confidentiality concerning this information. If you have special needs for confidentiality, please let your nurse know. The medical records department will require your authorization

for release of medical records except in the case of transfer to another health care facility, or as required by law or third party payment contract.

### During Your Stay

#### No Smoking Policy

In order to provide you, your family and visitors with the highest quality health care environment, Oklahoma Spine Hospital has elected to be a smoke-free facility. Smoking is restricted on the hospital campus.

### Valuables

Money, credit cards, jewelry and valued personal items should not be brought to Oklahoma Spine Hospital. We cannot be responsible for items kept in the rooms. Please keep eyeglasses, contact lenses and dentures in protective containers.

### Electrical Equipment

For electrical safety reasons, we encourage patients to limit the use of personal electrical equipment. The following is a list of some equipment that may be used in patient care areas after being inspected by a staff member: Radios/Tape Player/CD Player, Curling Irons, Hot Rollers, Hair Dryers, Razors. Please check with a staff member prior to using any electrical equipment not listed.

### Meals

You will be served breakfast, lunch and dinner. All meals will be served to you in your room. Please let your nurse know if you have any special dietary needs. Guest trays are not provided for family members.

### Communication Systems

Each patient bed is equipped with an intracommunication system, which enables the patient to contact the nurse when needed. Local phone calls can be made by dialing "9" and the local phone number. Your family and friends may dial directly to your room by dialing 749-27 + your room number (rooms 1-12) or 749-62 + your room number (rooms 14-25). Please share this direct dial number with them for their convenience. If you or your family have any special communication needs, such as an interpreter or help for hearing or speech impairment, please let your nurse know.

### Mail and Flowers

Any mail, flowers or packages addressed to you will be delivered to your room. Mail received after you have been discharged will be forwarded to your home.

### Visitors are Welcome

#### Visiting Hours/Dining

Oklahoma Spine Hospital has an open visitation policy. This means that visitors are welcome at anytime. All patient rooms are private and spacious. Bathing facilities are for patients only. We ask, however, that good judgement be used in deciding when and how long to visit. Most patients appreciate visits from family and friends but often tire easily during the recovery process following surgery.

Designated visiting hours are from 7 a.m. to 9 p.m. One overnight guest (at least 16 years of age or older) may stay with the patient. Visitors—There is a food bar located at the front of the hospital that accepts cash, debit or credit cards. Food bar hours are: Monday through Friday, 6:30 a.m. to 9 a.m. and 11 a.m. to 1 p.m. In addition, there is a list of conveniently located restaurants available at the nurse's station or reception desk. Visitors will find snacks and drinks in the vending area located in the main lobby near the reception desk or in the main surgery waiting room by the nursing unit. Restrooms and telephones are also located in this area.

### Security

Oklahoma Spine Hospital provides security to ensure you and your family's safety. If you should experience any security concern during your stay, please inform our staff immediately.

Local television channels are 4 (NBC); 8 (ABC); 10 (CBS); 14 (PBS); and 12 (FOX).

Other cable channels are available in your room.

### Problems and Concerns

Oklahoma Spine Hospital always strives for excellence. To help us maintain the highest standards, there are two ways to address any problems or concerns you might have. If the issue is of an urgent nature, we encourage you to call the hospital's Clinical Operation's Officer. You will receive a satisfaction survey in the mail following your visit with us. Please fill it out so that we may improve our services.

Clinical Operations Officer ..... 749-2794

### Special Services

Pastoral and social services are available. Please contact your nurse for assistance.

### Hotel/Restaurant Accommodations

A list of nearby hotels and restaurants is available at the reception desk in the main lobby or at the nurses station. Hospital does not have accommodations for RV hook-ups.

### Leaving for Home

#### Discharge Procedures

Patients are discharged upon a written order from their physician. In most cases, all necessary information will be obtained, and all financial arrangements will be completed, prior to the time you are discharged. Before you leave, your nurse will have home instructions and any prescriptions your physician has ordered. A cart is available for your personal belongings. Checkout time is 12:00 p.m. Please have arrangements made to have someone pick you up by this time.

