Patient & Family Visitor Guide



GOOD SHEPHERD
HEALTH CARE SYSTEM

Patients First. Always!

Welcome

Welcome to Good Shepherd and thank you for trusting us with your care. We are committed to providing you with the highest quality care in the most comfortable environment possible. We value the opportunity to serve you and appreciate the confidence you have placed in us.

This patient and family visitor guide is designed to provide information about our hospital and your stay. We hope you find it a helpful resource.

MISSION:

Good Shepherd Health Care System's mission is to improve the health of our community.

VISION:

Good Shepherd Health Care System will be chosen for responsiveness to community wellness, patient care and strategic relationships.

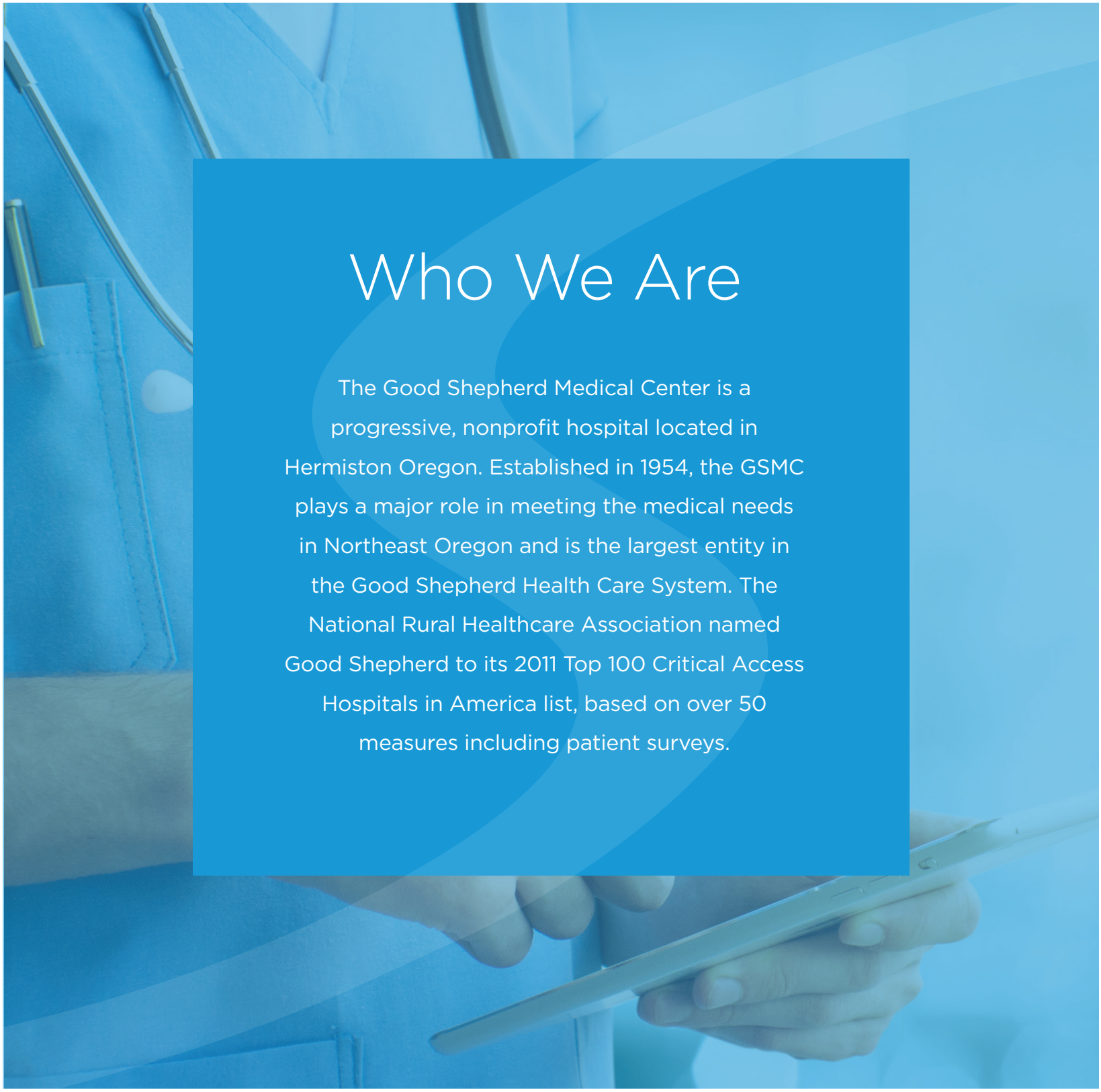
VALUES:

Quality —We are committed to excellent quality which includes clinical outcomes, the safety of patients, visitors and staff, as well as patient, family and payer satisfaction. This is an important aspect of the larger focus Good Shepherd has on the quality of health care we provide, which is our most important value.

Compassion — We will show patients and families that we empathize with their pain, problems and anxieties. We will demonstrate that we care by word and deed.

Courtesy — We will be courteous to patients, families, other staff, physicians, visitors and vendors. We will anticipate people's needs. We will maintain a professional appearance and behavior.

Value — We strive to achieve the best results in the most efficient manner.



Who We Are

The Good Shepherd Medical Center is a progressive, nonprofit hospital located in Hermiston Oregon. Established in 1954, the GSMC plays a major role in meeting the medical needs in Northeast Oregon and is the largest entity in the Good Shepherd Health Care System. The National Rural Healthcare Association named Good Shepherd to its 2011 Top 100 Critical Access Hospitals in America list, based on over 50 measures including patient surveys.

Your Safety & Security

SPEAK UP

As a patient, you can make your care safer by being an active, involved, and informed member of your healthcare team.

S Speak up if you have questions or concerns. If you still don't understand, ask again. It's your body and you have a right to know.

P Pay attention to the care you get. Always make sure you're getting the right treatments and medicines by the right health care professionals. Don't assume anything.

E Educate yourself about your illness. Learn about the medical tests you get, and your treatment plan.

A Ask a trusted family member to be your advocate (advisor or supporter).

K Know what medicines you take and why you take them. Medicine errors are the most common health care mistakes.

U Understand and utilize the various resources available to you including websites, brochures, and our Community Health and Outreach services.

P Participate in all decisions about your treatment. You are the center of the health care team.

RAPID RESPONSE

If you feel that your condition is getting worse or that something is wrong that hasn't been addressed, we want to know. The Rapid Response team will immediately help your nurse assess your condition. The team includes a nurse from our Critical Care Unit or a nurse manager, a respiratory therapist, a pharmacist during regular hours, and direct consultation with Critical Care doctors, who are always in the hospital. The team will perform a patient assessment and coordinate changes in care with you or your family member's primary care provider.

CALLING YOUR NURSE

There are two ways to call your nurse when you need help:

- Bedside call light
- Commode call cord

PREVENTING FALLS

Patients are at risk for falls because they may be on medications that make them dizzy, they may be weak and unsteady due to illness or medical procedures, or they've been sitting or lying down for an extended period of time. For your safety, be sure to do the following:

- If your health care team has asked you not to get up without staff help, use the call light to get assistance before you get up.
- To avoid dizziness, sit for a moment before getting up. Get your balance before walking.



- Wear your hospital-issued, nonskid socks.
- Hold rails when using the toilet or shower. Move slowly and deliberately.
- If you use a walker, cane, or wheelchair at home, please let your nurse know.
- Be aware of tubing that can restrict your movement.
- Do not use moveable objects for support.
- Notify a member of your care team of any spills on the floor.

Remember, anyone can fall. Falling can lead to an injury, which could lengthen your stay in the hospital and prolong your recovery.



Fall Prevention Tips for Family Members:

- Please notify the nurse if you notice any weakness or dizziness in the patient. This may be a side effect of medication.
- Please make sure the nurse call button and bedside table are within the patient's reach.
- Consider staying with your family member if you consider them to be at a high risk for falling.
- Notify the nurse before leaving a weak or disoriented patient so appropriate safety measures can be taken.
- Reinforce to the patient the need to ask for help when getting up.

PREVENTING INFECTIONS

The most important thing you can do to help prevent infections is to wash your hands with soap and warm water or disinfect them with an alcohol based cleaner—and to make sure that everyone who enters your room does the same, before and after they touch you. You, your family and friends should also wash hands:

- Before entering a hospital room
- Before eating
- After using the restroom

As our patient you should expect to see us clean our hands with soap and water or alcohol hand rub before and after we care for you. Your safety is important to us. If you think we've forgotten, it's okay to ask.

HOSPITAL SECURITY

Our hospital is staffed 24 hours a day by professionally trained officers who provide security, safety assurance and compliance, emergency preparedness and parking/traffic control.

IDENTIFICATION PRACTICES

GSHCS cares about your safety. We wear hospital identification, so you know who is taking care of you. If we forget to tell you who we are and what we do,

ask us. It is important that you understand what is being done to help you get well. If you don't know why you are getting tests, treatments, or medicine, ask your nurse.

For your safety, you will be asked to show your identification band on many occasions and repeat the information listed on it, for example, name, including middle initial and date of birth. This helps ensure that you are receiving the appropriate test, medication(s) and care. Thank you for your understanding and cooperation with these requests.

YOUR PERSONAL BELONGINGS

We recommend that patients send all valuables home with family or friends. You can also ask your nurse to inventory and store them. Keep personal items that you need, such as dentures, eyeglasses, and hearing aids, in protective cases in your bedside stand when not in use. Please do not wrap your personal belongings in tissue or leave them on your bed, on your food tray, or near the trash can. If an item is lost or missing, please notify a member of your care team immediately. If you need a denture container, please ask for one during admission.

TOBACCO FREE ENVIRONMENT

For health and safety reasons, GSHCS is smoke-free. This means you and your visitors cannot smoke anywhere in the building, on the grounds, or on the sidewalk. If you are a patient, ask your doctor or nurse for nicotine replacement products if you need them. If you would like information or help to quit smoking, please ask a respiratory therapist or a nurse.

FIRE SAFETY

We periodically conduct fire drills. If you hear an alarm, please stay where you are. Should a real emergency arise all staff are trained to protect you and others within the facility.



Visiting Hours & Communication



VISITING HOURS

We realize how important family and friends are to the healing process. While it is your right to enjoy full and equal visitation privileges consistent with your preferences, there may be situations in which visitors may be limited or restricted when clinically necessary. If visitation is limited or restricted, you have a right to an explanation of the reason for the restriction. If you have questions regarding visitation, please ask to see GSHCS's full visitor policy and/or the policy regarding Disabled Patients Right to Designate Support Persons. You may also refer to the GSHCS website. Visitors with signs of sickness or infection should postpone their visit until they are healthy. All visitors should wash their hands before and after visiting a patient. If you are in isolation or under certain precautions, please have your visitors follow the instructions on the sign(s) located on the outside of your door. Should you have any questions, your care team will be happy to help. If at any time you do not feel well enough to have visitors, please let us know. Bedside tablets may be available to help you connect with loved ones during your stay. Ask your nurse if you would like to use a GSHCS tablet to video chat using Zoom or another communications platform.

COMMUNICATION BOARDS

The dry-erase board in your room is used to communicate information between you, your visitors, and your healthcare team. Please let your care team know what is important to you while in the hospital, and don't hesitate to ask questions about your medications, treatments, and care. We encourage you to write your questions down in "My Notes" section of this packet, so you do not forget to bring them up with your doctor, nurse or other caregivers.

CASE MANAGEMENT

A Case Manager will meet with you during your hospitalization. Your Case Manager will help with your transition for discharge and work with you to determine what support services you may need at home to ensure a safe discharge plan. These may include skilled or assisted living placement, nursing care/home health, physical therapy, outpatient therapy needs, resources for attaining assistance with daily activities and homemaker services such as housecleaning and meal preparation.

Patient & Guest Services

SOUL CARE

Soul Care is the spiritual dimension of whole person care which includes purpose, transcendence, and relationships. The name "Good Shepherd" comes from Chapter 10 of John's Gospel and signals the origins of the hospital. In that chapter it says that the "sheep will know the shepherd's voice" because it is "familiar." We want Good Shepherd to be familiar in our community. We also want the comfort and assurance that flows from our namesake to be available to our patients, their families and GSHCS staff.

Originally formed by churches to "guide, nurture and protect" citizens of Hermiston and Umatilla County the hospital has spiritual roots. Those have been re-affirmed and "Soul Care" is envisioned to be a key part of the Total Care we want to provide.

Our soul care team includes nationally certified professional chaplains, theologically and clinically trained area ministers and lay people who are sensitive to a wide range of cultures and faiths, respectful of spiritual or religious preferences, and who understand the impact of illness or injury on spiritual well-being.

Soul Care chaplains help patients and families find meaning and hope during difficult times. They connect or re-connect them to their faith community of choice and/or, if invited, provide direct spiritual care at bedside.

Our Chaplains:

- Are certified by the International Critical Incident Stress Foundation to assist individuals and groups in crisis intervention
- Are available 24/7 to support you when requested
- Provide a non-judgmental and healing presence
- Provide support in times of trauma, loss or grief
- Help identify and process your concerns and feelings
- Offer guidance in times of difficult decision-making
- Consult with patients, families and staff members in ethical decision making
- Provide for Sacraments and rituals
- Facilitate contact with your priest, pastor, bishop or other spiritual resource
- Provide Education concerning Advanced Care Planning
- Provide support at the end of life
- Pray with you

2nd Floor Chapel:

Located near the Critical Care Unit visitors lounge and just outside the public elevator, our chapel is inviting, calming and safe. It offers dimmed light and gentle music. There are bibles, devotionals, rosaries, and CareNotes covering a range of tender subjects that tend to come up during a hospital stay. It is also a safe room: the door closes and has a window in it.

How to Reach a Chaplain:

To meet with a chaplain, ask a staff member to place a request for you. On evenings, Weekends and Holidays those requests go through the Nursing Supervisor who can be reached through the hospital operator. In most cases, someone should be able to support you or your family when you most need it.

FOOD

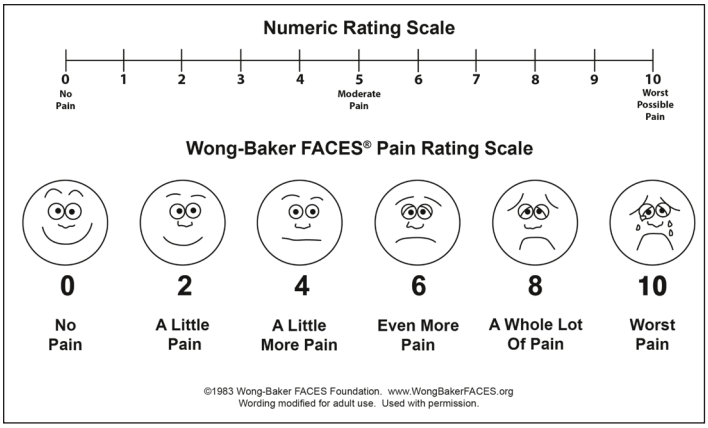
Our Nutrition Services Ambassadors will assist you with most of your diet needs. Their focus is providing healthy, enjoyable, and nutritionally appropriate meals throughout your stay. Your physician may place you on a restricted diet and you may not be able to eat or drink at certain times because of scheduled testing. Please check with a member of your care team before consuming food or beverages brought from home, as these items may not be suitable due to your medical condition.

LANGUAGE SERVICES

We have medical interpretation available in over 200 languages twenty-four hours a day, seven days a week. Interpreters may arrive in person or may appear via video or via telephone. If you need assistance, please ask your nurse. All hospital staff members have access to telephonic interpreting, which can be reached very quickly. A TTY (teletypewriter) device is available for patients who are deaf or hard of hearing.

MANAGING YOUR PAIN

Our caregivers are committed to managing the pain you may experience and will partner with you to help reach a level you can tolerate. Your doctor and nurses will discuss pain relief options with you including medications and alternatives such as breathing exercises, distractions, position changes, ice/heat, meditation, and mindfulness.



QUIET FOR HEALING

Every effort is made to contain noise in and around patient rooms. We realize the sounds of a hospital are unfamiliar to most, and while we cannot eliminate all noises in patient care areas, we will do our best to keep noise to a minimum. Ear plugs are available upon request to aid in your recovery.

VISITOR LODGING

GSHCS has exclusive partnerships with Oxford Suites and Holiday Inn Express here in Hermiston. These hotels are conveniently located near the GSHCS campus, and both offer preferred negotiated rates for GSHCS patients and family members.

- Oxford Suites Hermiston:(541) 564-8000
- Holiday Inn Express & Suites Hermiston Downtown: (541) 585-5656

There are a limited number of RV parking spaces available for family members. The spaces have hook-ups for water, electricity, and sewer. The spaces are located behind the Diagnostic Imaging Department (behind the south parking lot). The spaces are available on a first-come, first-serve basis. Contact the Security Department for more information at (541) 667-3599.

PATIENT RELATIONS

If you have concerns about your care or service, please talk with someone on your care team. If you feel they cannot help you, or you wish to file a grievance, please call our Customer Experience Line at 541- 667-3427.



HOUSEKEEPING SERVICES

During your stay, we will ensure your room is cleaned, disinfected, and free from infection. If at any time you need your room refreshed, let your nurse know. One of our team members will be happy to take care of your housekeeping needs.

INTERNET ACCESS

We are pleased to provide wireless Internet service to you during your stay. Under the available wireless networks listed on your laptop or mobile device, select “GuestCloud.”

FLOWERS

Silk flowers are preferred over real flowers to reduce the risk of allergic reactions. Flowers may be prohibited in specialty units. Ask a member of your care team if you have questions.

BALLOONS

Due to the potential for allergic reactions in patients, visitors, and staff, latex balloons or other latex products are not allowed (mylar balloons are permitted). Ask a member of your care team if you have questions.

ATM

An automated teller machine is conveniently located near the Security Desk on the first floor outside the Emergency Department lobby.

PHONES

To use the in-room telephone, dial 9 and then the local number you wish to call. If you would like to make a long-distance phone call, please speak to a member of your care team.

IN-ROOM TELEVISIONS

The remote control and speaker for the television is a part of your call light. Ask a member of your care team for a channel list if you are unable to find one in your room.

IMPORTANT PHONE NUMBERS

Billing Questions:
541-667-3450

Case Management:
541-667-3407

Customer Experience:
541-667-3427

Medical Records Request:
541-667-3621

Hospital Operator:
541-667-3400

TTY: 541-667-3535

Preparing to Leave the Hospital

CHECKLIST

When your provider has decided that you are ready to leave the hospital, a nurse will review your medications, any special care instructions, and your discharge plan with you. The plan will also include instructions for follow-up outpatient appointments with your doctor. Please discuss any questions you or your family may have with the nurse during this review.

DISCHARGE PHONE CALLS

It is important to us that your healing journey continues after you leave the hospital. You will receive a call after discharge. If you have questions, you can request a call back from a member of our care team.

CONNEXIONS

ConneXions assists community members in getting connected to the many services offered throughout Umatilla and Morrow counties. The ConneXions team consists of certified, experienced Community Health Workers, as well as a highly trained nurse overseeing patient care. Community Health Workers work collaboratively with providers, services, and agencies to help our clients with health issues, basic needs, mental or behavioral health concerns, medical transportation, medication management, peer support, healthcare coverage, or financial needs. Using health education, screenings, and partnerships between our clients, their healthcare provider and ConneXions, our goal is to encourage healthier



behaviors in our community members along with decreasing unnecessary healthcare service utilization.

Referrals can be generated by anyone in the community: providers, community service agencies, self-referrals, EMS, Law Enforcement, from community outreach activities, well as internal Good Shepherd departments. Phone or walk-in referrals are also welcomed. ConneXions is a service of the Community Health & Outreach Department at Good Shepherd Health Care System. For more information



about the ConneXions program, or to find out about vital resources in the community that could help benefit you, please contact 541-667-3504 or healthreferral@gshealth.org.

PHARMACY

Good Shepherd Clinic Pharmacy is a complete retail pharmacy for prescriptions, refills, and over the counter medications. Pharmacy staff work closely with physicians, nursing staff, and other departments, to provide the safest and most effective drug therapy possible.

The pharmacy is open 9:00 am to 6:00 pm, Monday through Friday and 10:00 am to 4:00 pm, Saturdays. We are closed on Sundays. To speak with our pharmacy professionals or to refill a prescription, please call 541-667-3652.

Home Prescription Delivery Service is available for households in Hermiston and surrounding communities. Patients may call the Good Shepherd Clinic Pharmacy at 541-667-3652 to request this service and make appropriate arrangements. Our CareVan service will pick up and deliver these prescriptions.

Partners in Care

MYHEALTH

The MyHealth patient portal offers patients personalized and secure online access to portions of their medical records. It enables you to securely use the Internet to help manage and receive information about your health.

Access myhealth through the good shepherd health care system website: www.Gshealth.Org/myhealth.

- Message your doctor
- Request prescription refills
- Pay bills online
- Access your test results
- Manage your appointments
- Give your health history

SHARE YOUR VOICE WITH US

Join the GSHCS Patient & Family Focus Council. The Council will represent the voice of our patients, families, and community. Members collaborate as partners with the care team to enhance the patient- and family-centered care culture. For more information contact the Customer Experience Line at 541-667-3427.

YOUR EXPERIENCE MATTERS

As part of our commitment to providing our community with an excellent experience while in our care, GSHCS voluntarily participates in a patient experience survey in accordance with the Centers for Medicare and Medicaid Services (CMS). This third-party survey allows us to benchmark our delivery of care and your experience against other participating health care systems nationally. You may receive a survey via email or in the mail with a postage-page return envelope. Please take a few minutes to respond to the survey and share your opinions about your care. Your feedback helps us ensure that we're delivering on the best possible care and is an important part of our efforts to improve the care and services we provide.

Compliments: We always love to hear how our staff made your experience great. You can tell us who went above and beyond in one of several ways:

- Visit www.gshealth.org/compliments to utilize our confidential online form.
- Email patientrelations@gshealth.org
- Call our Customer Experience Line at 541-667-3427
- Send a note or card in the mail to GSHCS, to the attention of the Quality Department, at 610 NW 11th Street, Hermiston, OR 97838

Note: If you wish to share your message of thanks or encouragement publicly, you can visit www.gshealth.org/give-thanks to utilize our form.

Resources

COMMUNITY PARAMEDIC PROGRAM

A Community Paramedic Program (CPP), is a service provided by the local EMS system. Community Paramedics visit patients in their home after a referral is made. They do home and health assessments to prevent readmission to the hospital and try to reduce high utilization of the Emergency Department and ALS Ambulance Services.

Community Paramedics are able to see all patient types with all diagnosis types throughout all both Umatilla and Morrow counties. We have no restrictions on insurance, diagnosis, or location other than the counties listed above.

You may be referred by any medical or EMS agency. We do not do self-referrals at this time, however. We are not a replacement for a doctor's office and do not make diagnoses. If you feel you or someone you know may benefit from a CP visit, contact their primary care provider and they will determine if a referral is needed. A summary letter of the visit and all lab results are sent to the primary care provider for review and follow up care if needed.

For more information, please contact us at:

Good Shepherd Health Care System
Community Paramedic Program

Phone: 541-667-3481
Email: paramedic@gshealth.org

CAREVAN MEDICAL TRANSPORTATION

At Good Shepherd, we don't want transportation issues to get in the way of quality health care. The CareVan travels to Hermiston, Echo, Stanfield, Umatilla, Irrigon, and Boardman. It is an Americans with Disabilities Act (ADA) compliant service provider. Rides are provided to community members to any Good Shepherd Health Care System affiliated medical or service provider. Rides operate from 8:30 am to 6:00 pm, Monday through Friday. Reservations can be made by calling (541) 667-3888. Calls should be made with as much advanced notice as possible as time slots are limited and are filled on a first-come first-served basis.

Rides are complimentary; however, the program welcomes any contributions that friends of CareVan Medical Transportation Services would like to make.

PATIENT FINANCIAL SERVICES

- Financial Counseling: Our financial counselors are here to help you through the sometimes-complex billing and payment process. You can reach them at 541-667-3450.
- Financial Assistance: We take great pride in providing needed healthcare services to anyone, regardless of their ability to pay. Our financial counselors can help determine if you are eligible for a complete or partial reduction of your bill based on your financial situation. You can learn more about our financial assistance policy, view our hospital procedure pricing list, and learn more about your rights and protections against surprise medical bills at gshealth.org/paying-for-your-care.

COMMUNITY HEALTH & OUTREACH

Good Shepherd's Community Health & Outreach Department offers a wide variety of services to our community members. From free car seat checks/ installations to free health screenings and more – we can help you find the information or services you need. Health and wellness classes are also run regularly at Good Shepherd, plus most are free! For a current schedule of classes, visit the Community Classes and Events page on our website or call 541-667-3509.



SHIBA

Need help with Medicare information? GSHCS can help! The Senior Health Insurance Benefits Assistance (SHIBA) program is a statewide network of trained counselors who volunteer their time to educate and advocate for people of all ages who have Medicare. In Good Shepherd Health Care System's Community Health & Outreach department, there are multiple certified Medicare counselors working with the Oregon Senior Health Insurance Benefits Assistance (SHIBA) program. To schedule an appointment or speak with one of our SHIBA counselors, please call 541-667-3509.



HOME MEDICAL EQUIPMENT

Good Shepherd's Home Medical Equipment store front is your source for a complete line of home medical supplies and equipment. We provide compassionate, respectful, quality, cost effective, and medically necessary services and equipment which promote optimal health and wellbeing for individuals with acute and chronic illness either in the home setting or direct product distribution from our store front. Store hours are 8:00 am to 5:00 pm, Monday through Friday excluding major holidays. On-call emergency service is available during off business hours on a 24/7 basis. GSHCS Home Medical Equipment accepts Medicare, Medicaid, and most major commercial payers. Call 541-667-3477 for more information.

HOME HEALTH

With a physician's order, Good Shepherd Home Health offers professional, skilled care in the comfort of a patient's home. Home Health services may include skilled nursing, medication management, assistance with personal grooming, therapy services, speech/language services, and more. Contact GSHCS Home Health at 541-667-3542 for more information.

HOSPICE

Vange John Memorial Hospice provides compassionate care for terminally ill people and their families. Hospice care is designed to support the physical, emotional, psychological, social, and spiritual needs of the patient and family. Contact GSHCS Vange John Memorial Hospice at 541-667-3543 for more information.

DIABETES AND NUTRITION CENTER

Good Shepherd's team of Registered Dietitian Nutritionists and Diabetes Care and Education Specialists provide evidence-based nutrition therapy and comprehensive diabetes self-management education for patients of all ages. Contact GSHCS Diabetes and Nutrition Center at 541-667-3517 for more information.

Need a Primary Care Provider?

Primary Care is a cornerstone of healthy, thriving communities. Adults with primary care providers are 19% less likely to suffer premature death versus those who only see specialists. Good Shepherd's primary care providers are here to help keep you well!

A Primary Care Provider (or PCP) is a healthcare professional who helps you manage all your health care needs. They are the first person you talk to for preventative care or treatment of any medical need that is not an emergency.

WHY ESTABLISH PRIMARY CARE NOW?

- Fewer emergency room visits
- Diagnose and treat problems early
- Cost savings — caring for medical issues early reduces the need to treat severe or advanced illness(es) later

MEET OUR PRIMARY CARE PHYSICIANS & PROVIDERS

GOOD SHEPHERD PRIMARY CARE CLINIC 541.667.3830



Angie Hays, ARNP



Nicole Patching, MD
Dr. Patching now accepting pediatric patients!



David Shanley, MD



JoDee Williams, DNP

GOOD SHEPHERD URGENT CARE
541.567.2995



Stewart Swena, MD

GOOD SHEPHERD MEDICAL GROUP
541.567.5305



Michelle McIntyre, FNP



Eileen McElligott, FNP

Giving

GOOD SHEPHERD
COMMUNITY HEALTH
FOUNDATION

GOOD SHEPHERD COMMUNITY HEALTH FOUNDATION

Good Shepherd Community Health Foundation is a grass roots, philanthropic organization dedicated to making the northeast Oregon region a healthier, safer, happier, ever more stimulating place to live and raise our families.

Because of supporters like you, the Foundation has been able to improve the quality of life and create a lasting impact in our communities. Since its inception, the community has received over $5,000,000 in grants and scholarships.

If you would like to give to the Good Shepherd Community Health Foundation, please call the Foundation office at 541-667-3419 or visit www.gshealth.org.

BECOME A VOLUNTEER

Volunteers at GSHCS generously donate their time providing vital services to many departments. If you are interested in helping improve the health of our community, and would like to learn more, visit www.gshealth.org/volunteer, contact the gift shop, or call 541-667-3509.



The Foundation granted funds to help in the resurfacing of the Spray Park in Hermiston.



The Foundation granted funds to help fund a Summer Camp and activities for the Arc of Umatilla County

Your Notes



Patients First. Always!

541.667.3400 | www.gshealth.org