Dear Valued Patient:

Comanche County Memorial Hospital is privileged to care for life’s precious gift of health. We accept the responsibility entrusted to us by our patients. We demonstrate our pride in holding this trust through the quality of care we deliver every day.

Providing you with very good care and exceeding your expectations is our goal. We recognize, however, that excellence in healthcare requires a partnership with you – the patient. More than anything, this partnership is nurtured through communication. At Comanche County Memorial Hospital, we encourage you to talk with your physicians, nurses and other caregivers about the care you receive. We believe that strong partnerships between patients and those who provide their care greatly improve patient safety and quality of care. The entire staff and I are here for you.

Anything that we can do to make your stay as comfortable as possible is just a phone call away. Should you encounter any problems, please contact my office at extension 5511 or the Guest Relations representative at extension 3820. After normal business hours, the operator can locate the House Supervisor on duty to assist you.

After you leave the hospital, you may receive a patient satisfaction survey in the mail. This survey is sent to randomly selected patients to assess your level of satisfaction with our service. We sincerely hope our staff provides very good service in every category. We have provided you with this handbook to share some of the important ways you can become involved in your care.

Thank you again for allowing us to take care of your healthcare needs.

Sincerely,

Randall K. Segler

Chief Executive Officer
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HOW TO PREVENT HEALTHCARE ERRORS

S.P.E.A.K.U.P.

Everyone has a role in making healthcare safe. The Speak Up program, sponsored by The Joint Commission, gives simple advice on how you can help make healthcare a good experience. Research shows that patients who take part in decisions about their own healthcare are more likely to get better faster. To help prevent healthcare mistakes, patients are urged to “Speak Up.”

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

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

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

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

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

Use a hospital, clinic, surgery center or other type of healthcare organization that has been carefully checked out. For example, the Joint Commission visits hospitals to see if they are meeting The Joint Commission's quality standards.

Participate in all decisions about your treatment. You are the center of the healthcare team.

DIET

Dietary Services

Good nutrition is an important part of your treatment and recovery. Your physician determines the diet best suited for you. The Comanche County Memorial Hospital Dietary Department makes every effort to make sure your meals are nourishing, well-balanced and follow your prescribed diet order.

A menu is provided in your room for your viewing. Alternate choices are listed on the back cover of the menu. Meal changes are easily made by calling extension 3125. If you are on a special diet prescribed by your physician, you will receive meals tailored to your specific needs. We will ensure that any changes made to your meal will still follow your physician's prescribed diet. If you have a specific dietary request related to your cultural, ethnic or religious preferences, the Dietary Department will do its best to accommodate you. Please call extension 3125, and a member of the Dietary Department will be glad to assist you.

Guest meals in patient rooms are available by paying the cafeteria cashier in advance.

ATRIUM GARDENS/CAFETERIA

The hospital cafeteria (Atrium Gardens), located in the northeast corner of the lobby floor, offers breakfast, lunch, dinner and snacks. The cafeteria also offers deli and grill services.

The cafeteria is open daily between 6:00 a.m. and 7:00 p.m.

Vending Machines

Vending machines are provided in the Emergency Department on the first floor and on the lobby floor behind The Gift Shoppe.

DISCHARGE PLANNING

Discharge planning is started with the admission process. This process will include an evaluation of your current physical status, home situation and potential needs upon discharge.

If needs are identified, the case manager assigned to your nursing unit will meet with you and your family. Identified needs can include any of the following: home health, medical equipment, medications and alternative sources of care such as hospice, skilled nursing and nursing home placement. If you need to contact your case manager during your stay, please call hospital extension 5355 and the appropriate case manager will be notified.

Your physician makes the decision when you can go home. Your physician works closely with the case manager on any needs you may have prior to discharge. Once your physician writes the discharge order, your nurse and/or case manager will review your discharge plans and instructions with you.

You and your family will be provided with information regarding any services that have been arranged for you. This will include contact numbers for the company or provider of the services arranged to start after discharge. If you have problems with the services arranged, please contact the company or provider of services.

If you are having problems after discharge not related to the arranged services being provided, please contact your physician.

Safe Healthcare at Home

Patients have special needs after returning home from a hospital stay. It is advised that the following measures be taken to ensure your safety upon returning home:

- Stay in contact with your physician or pharmacist. Ask questions. Don't hesitate to take notes — they will be more reliable than your memory.
- Have family members, or others check on you.
- Obtain necessary home healthcare equipment (like bed rails and bathroom accessories).
- Read all operating instructions carefully; use equipment as intended.
- Use extreme caution if oxygen is required in the home. Do not use oxygen around an open flame (including cigarettes or any smoking materials).
- Keep a telephone near your bed.
SMOKING CESSATION
As soon as you quit smoking, your body starts to benefit. In a few days, your chance of a heart attack decreases, breathing becomes easier, and in a few months, circulation improves. Classes are available for those interested in quitting. We offer a holistic approach to smoking cessation through education, identification of triggers, meditation, stress relief techniques, dietary concerns and fitness assessment. Information and registration is available by calling the Comanche County Memorial Hospital Education Department at 580.585.5527.

The Oklahoma Tobacco Helpline also offers free assistance. Anyone wishing to quit may call 1.800 QUIT NOW (800.748.8669). The Helpline is staffed by trained Tobacco Cessation Specialists. They will gather basic information and then schedule a series of call-backs to provide free support to you in the quitting process. When you are ready to quit, they are ready to help.

SPECIAL NEEDS
For the Hearing Impaired
A telecommunications device is available to help hearing impaired patients or patients who want to communicate with a hearing impaired relative or friend. Arrangements can also be made to have a person who uses sign language help a hearing impaired or deaf patient. Contact your nurse for assistance.

Interpreters
Comanche County Memorial Hospital has access to interpreters for a number of foreign languages, if a patient should require it. For more information, contact your nurse.

HEALTH EDUCATION
Patient and Community Education
Comanche County Memorial Hospital is committed to the quality of your life and offers a wide variety of information, classes, programs and support groups to help you get well and stay healthy. To assist you, we offer classes or information in the following:

- Adult and Pediatric Heartsaver CPR
- Alzheimer’s Support Group
- Asthma Education and Counseling
- Brain Injury
- Breast Feeding
- Cancer Information
- Caregivers of Older Patients
- Cardiac Catheterization
- Cardiac Rehabilitation
- Chronic Obstructive Lung Disease
- Diabetes Management
- Freedom from Smoking
- Heart Screening Programs

- Home IV Antibiotic Therapy
- Home Nutrition Support
- Hospice/Palliative Care
- Infant Bath Class
- Nutrition for New Mothers
- Ostomy Therapy
- Pain Management
- Prenatal Classes
- Prostate Cancer
- Pre-Op Preview for Children
- Pulmonary Exercise Program
- Resolve Through Sharing (for parents who have lost an infant through miscarriage, stillbirth or neonatal death)
- Skin Cancer Screening
- Spinal Cord Injury
- Therapeutic Pool Program
- Total Joint Replacement
- Weight Reduction Management
- Wound Care

Comanche County Memorial Hospital also offers community health education programs such as developmental pediatric screening, hearing loss programs and adult CPR. If you would like to know more about any of these programs, please call the Comanche County Memorial Hospital Education Department at 580.585.5527.

Hospital Equipment
During your hospital stay, special equipment might be required for you as part of your treatment such as:

- special medications or fluid delivery devices that administers agents into your veins,
- oxygen,
- special breathing devices,
- orthopaedic devices and
- traction.

If you have questions or if you would like additional information regarding your treatments or items used to deliver these treatments, please contact your nurse. NEVER ATTEMPT to make adjustments to medical equipment or tubings in use during your stay. If equipment you are using alarms, or if you feel adjustments need to be made, please contact your nurse. Your safety is very important to us.

INFECTION CONTROL
It is virtually impossible for anyplace to be free of germs – including hospitals. Normally, we live with germs without getting sick. In certain circumstances, harmful germs cause us to get sick with an infection. Patients can help reduce the presence of germs during a hospital stay.
It is okay to ask:

- family members, and others with colds, respiratory conditions or contagious illnesses to not visit you.
- if a care giver has performed hand hygiene or that they wear gloves before you receive direct care.
- that soiled gowns or bed linens be replaced.

In special situations, like those for patients in isolation precautions, learn more about the restrictions in place and ask questions if it appears they are not being enforced.

**When to Clean Your Hands: for Patients**

In the hospital, you can come in contact with many harmful germs. To help prevent infection, wash your hands often, especially:

- after using the bathroom.
- before and after eating.
- after coughing or sneezing.
- after using a tissue.
- after touching or changing a dressing or bandage.
- after touching any object or surface that may be contaminated.

If you don't have access to soap and water, use an alcohol-based hand gel containing at least 60 percent alcohol. These products kill most germs and are easy to use. Use soap and water, not hand gel, if your hands are visibly dirty.

**When to Clean Your Hands: for Family and Friends**

When visiting or caring for a loved one, washing your hands or using an alcohol-based hand cleaner can help stop germs from spreading. Wash your hands:

- before entering and after leaving the patient's room.
- as soon as you remove gloves or other protective clothing.
- after changing a dressing or bandage.
- after any contact with blood or other body fluids.
- after touching or changing the patient's bed linen or towels.

Most patient rooms are equipped with sinks and/or antibacterial foam dispensers. Sanitation stations are also located in common areas throughout the hospital. For convenience, you may want to carry a bottle of alcohol-based hand gel with you, and use it every time you visit. Use soap and water, not alcohol-based hand gels, if your hands are visibly dirty.

**Tips for Good Hand Washing**

- Use warm water and plenty of soap. Work up a good lather.
- Clean the whole hand, under your nails, between your fingers, and up the wrists.
- Wash for at least 15 seconds. Don't just wipe. Scrub well.
- Rinse, letting the water run down your fingers, not up your wrists.
- Dry your hands well. Use a paper towel to turn off the faucet and open the door.

**Time Matters**

The longer you wash your hands, the more germs you will remove. Most people wash their hands for six to seven seconds. But at least 15 seconds are needed to remove germs. To protect yourself and others from infection, washing for 30 seconds is best.

**How to Use an Alcohol-Based Hand Cleaner**

Alcohol-based hand cleaners may kill more germs than soap and water. Use them when your hands aren't visibly dirty. For best results, follow these steps:

- Choose a gel or spray that contains at least 60 percent alcohol. Products with less alcohol may not kill germs.
- Spread about a tablespoon of cleaner in the palm of one hand.
- Rub your hands together briskly, cleaning the backs of your hands, the palms, between your fingers and up the wrists.
- Rub until the cleaner is gone, and your hands are completely dry.

**How Do Antibacterial Soaps and Alcohol-Based Hand Cleaners Differ?**

**Antibacterial soaps:**

- come in liquid or bar form and are used with water.
- are no better at removing germs than plain soap.

**Alcohol-based hand cleaners:**

- come in gels or sprays that don't need water.
- are as or more effective than washing with soap and water.

**Preventing Surgical Site Infections**

One risk of having surgery is an infection at the surgical site (any cut the surgeon makes in the skin to perform the operation). Surgical site infections can range from minor to severe or even fatal. This following information explains about surgical site infections, what Comanche County Memorial Hospital is doing to prevent them, and how they are treated if they do occur. It also tells you what you can do to prevent these infections.

**What Causes Surgical Site Infections?**

Covering a wound with a sterile dressing helps prevent infection.

Germs are everywhere. They are on your skin, in the air and on things you touch. Many germs are good. Some are harmful. Surgical site infections occur when harmful germs enter your body through the incision in your skin. Some infections are caused by germs that are in the air or on objects. But most are caused by germs found on and in your own body.

**What Are the Risk Factors for Surgical Site Infections?**

Anyone can have a surgical site infection. Your risk is greater if you:
• are an older adult.
• have a weakened immune system or other serious health problem such as diabetes.
• smoke.
• have certain types of operations, such as abdominal surgery.
• are malnourished (don't eat enough healthy foods).
• are very overweight.
• have a wound that is left open instead of closed with sutures.

**What are the Symptoms of a Surgical Site Infection?**

- The infection usually begins with increased redness, pain, and swelling around the incision. Later, you may notice a greenish-yellow discharge from the incision. You are also likely to have a fever and may feel very ill.

- Symptoms can appear any time from hours to weeks after surgery. Implants, such as an artificial knee or hip, can become infected a year or more after the operation.

**How are Surgical Site Infections Treated?**

- Most infections are treated with antibiotics. The type of medication you receive will depend on the germ causing the infection.

- An infected skin wound may be reopened and cleaned.

- If an infection occurs where an implant is placed, the implant may be removed.

- If you have an infection deeper in your body, you may need another operation to treat it.

**Preventing Surgical Site Infections — What We are Doing**

Comanche County Memorial Hospital takes the following steps to help prevent surgical site infections:

- **Hand Washing** – Before the operation, your surgeon and all operating room staff scrub their hands and arms with an antiseptic soap.

- **Clean skin** – The site where your incision is made is carefully cleaned with an antiseptic solution.

- **Sterile clothing and drapes** – Members of your surgical team wear medical uniforms (scrub suits), long-sleeved surgical gowns, masks, caps, shoe covers, and sterile gloves. Your body is fully covered with a sterile drape (a large sterile sheet) except for the spot where the incision is made.

- **Clean air** – Operating rooms have special air filters and positive pressure airflow to prevent unfiltered air from entering the room.

- **Careful use of antibiotics** – Antibiotics are given no more than 60 minutes before the incision is made and stopped shortly after surgery. This helps kill germs but avoids problems that can occur when antibiotics are taken longer.

- **Controlled blood sugar levels** – After surgery, a patient's blood sugar level is watched closely to make sure it stays within a normal range. High blood sugar delays wound healing.

- **Controlled body temperature** – A lower-than-normal temperature during or after surgery prevents oxygen from reaching the wound and makes it harder for your body to fight infection. Hospitals may warm IV fluids, increase the temperature in the operating room, and provide warm-air blankets.

- **Proper hair removal** – Any hair that must be removed is clipped, not shaved with a razor. This prevents tiny nicks and cuts through which germs can enter.

- **Wound care** – After surgery, a closed wound is covered with a sterile dressing for a day or two. Open wounds are packed with sterile gauze and covered with a sterile dressing.

**Preventing Surgical Site Infections: What Patients Can Do**

- Ask questions. Learn what your hospital is doing to prevent infection.

- If your doctor instructs, shower or bathe with antiseptic soap the night before and the day of your operation. Follow the instructions you are given. You may be asked to use a special antibiotic cleanser that you don't rinse off.

- If you smoke, stop or cut down. Ask your doctor about ways to quit.

- Take antibiotics only when told to by a healthcare provider. Using antibiotics when they are not needed can create germs that are harder to kill. Also, finish all your antibiotics, even if you feel better.

- Be sure healthcare workers clean their hands with soap and water or with an alcohol-based hand cleaner before and after caring for you. Do not be afraid to remind them.

- After surgery, eat healthy foods.

- When you return home, care for your incision as directed by your doctor or nurse.

**Call Your Doctor If You Have Any of the Following:**

- increased soreness, pain, or tenderness at the surgical site,

- a red streak, increased redness, or puffiness near the incision,

- yellowish or bad-smelling discharge from the incision,

- stitches that dissolve before the wound heals,

- fever of 101°F or higher, or

- a tired feeling that doesn't go away.

**Preventing the Spread of Infection**

Infection is caused by germs. An infected person carries germs
Here is how to help stop the spread of infection:

**What You Can Do**

Follow the guidelines you are given when visiting a patient in the hospital.

**Preventing Infection**

To stop infection from spreading, healthcare workers may do one or more of the following:

- Place an infected patient in a private room, or in a room with others who have exactly the same infection. This depends on what kind of infection the patient has.
- Wear a mask, gloves, gown, or other items.
- Wear a respirator (air filter) for some infections.

Follow the guidelines you are given when visiting a patient in the hospital.

**How You Can Become Infected**

To infect you, germs first have to get inside your body. Some germs can be breathed in. Others can enter through the eyes, nose or mouth. A cut or scrape can provide an opening for germs. If you have germs on your hands, then touch an opening on your body, it is possible to infect yourself. This is why hand washing is so important.

**Wash your hands often to help stop the spread of germs.**

Certain infections can spread from person to person. This is why your friend or family member may be put in a special room. Restrictions may be placed on who can go in and out of that room and what protection must be worn. Please read the following information to better understand why this is done.

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To execute an Advance Directive for Healthcare, you ensure that your wishes will be respected and your wishes carried out. Additionally, you will assist your loved ones by reducing confusion and disagreement regarding your choices. When you are admitted to the hospital, you will be asked whether or not you have an Advance Directive. If you have an Advance Directive, a copy should be placed in your medical chart. If you do not have an Advance Directive, but would like information or assistance in completing one, please feel free to ask your doctor, the hospital social worker, or hospital chaplain. Your nurse will be able to help you in obtaining this advance care planning. Be assured that it is the policy of this hospital to honor your healthcare choices to the full extent required or permitted by law. Any complaints you have concerning non-compliance with the patient’s rights regarding Advance Directives may be reported to the Oklahoma State Department of Health. You are not required to sign an Advance Directive for Healthcare in order to receive medical care at this hospital.

**What is an Advance Directive for Healthcare?**

An Advance Directive for Health Care is a form that states your choices for medical treatment and/or names a person to make treatment choices for you. A signed Advance Directive will take effect only if you are unable to make your own healthcare choices and your doctors determine that you are terminally ill, persistently unconscious, or have an end-stage medical condition for which treatment would be medically ineffective. The Advance Directive for Healthcare consists of the Living Will, the Appointment of a Healthcare Proxy, and the choice of making Anatomical Gifts. You may complete any or all of these sections.

**What is the Living Will?**

The Living Will allows you to instruct your doctor to administer, withdraw or withhold life-sustaining treatment when it has been
determined that you have an irreversible, end-stage or terminal condition, or you are determined to be persistently unconscious and you are no longer able to communicate. Life-sustaining treatment is treatment that, based on reasonable medical judgement, sustains the life of a patient and without which the patient will die. The term includes both life-sustaining medications and artificial life support such as mechanical breathing machines and kidney dialysis treatment. Life-sustaining treatment does not include the administration of pain management medication, the performance of a medical procedure necessary to provide comfort care, or any other medical care provided to alleviate a patient’s pain. You may specify in your Living Will whether you want to receive artificially administered nutrition and hydration.

**What is a Healthcare Proxy?**

A Healthcare Proxy is a trusted spokesperson, chosen by you, who you feel is best able to communicate your medical treatment choices should you become unable to communicate yourself. This may be your closest companion, a mature child, an extended family member, a sibling, or a trusted friend. Whoever you choose should clearly understand your values, beliefs, and choices, and be willing and able to speak on your behalf. In choosing a proxy, it is essential that you communicate with this person in writing or face-to-face the choices that are important to you. In doing so, you will gain the assurance that they will be comfortable in carrying out your preferences.

**What about Anatomical Gifts?**

Like the other choices you are making, the choice of organ and tissue donation is a very personal choice. Organ and tissue donation becomes an option only after all life-saving efforts have been made and death has been declared. Your commitment to donation will not interfere with your medical care. Through your Advance Directive for Healthcare you have the opportunity to choose organ and tissue donation and to make your wishes known to your doctor and family. If you would like additional information regarding organ and tissue donation, printed resources are available or you may ask your nurse to speak to a Life Share Certified Requestor.

**Should I sign an Advance Directive?**

Whether to sign an Advance Directive is entirely your choice. However, there are several reasons to consider doing so. One reason many people want to sign an Advance Directive is to avoid a legal dispute if they become ill and cannot make their wishes known. Another is the benefit it will provide your doctor. Physicians who understand their patient’s views, values, and priorities are best able to assist patients and families at the time when treatment decisions must be made. Additionally, signing an Advance Directive affords you and your loved ones the security of knowing that your right to choose will be honored. If you do not sign an Advance Directive and you become unable to communicate your wishes regarding medical treatment, the treatment provided may be different from what you would have chosen. At the very least, talking about your medical care wishes before a medical crisis occurs makes good sense.

**Can I be sure my instructions will be followed?**

If properly signed and witnessed, your Advance Directive for Healthcare is legally binding on your doctor and other caregivers. If they cannot follow your directions, they will make arrangements to transfer your care to others who will.

**What if I signed an Advance Directive in another state?**

Advance Directives signed in other states are valid and binding in this state for any choices of treatment Oklahoma law allows.

**If I sign an Advance Directive now, can I change my mind later?**

Yes, you may change or revoke your Advance Directive at any time for any reason. You can sign a new Advance Directive by simply asking to do so. In fact, it is a good idea to review your Advance Directive annually to be sure it continues to accurately represent your choices.

**What if I do not have an Advance Directive?**

If you do not have an Advance Directive and you become unable to make your own choices, medical decisions will be left to a court-appointed guardian or the patient’s attorney in fact, named in a Durable Power of Attorney, should one be in place. Without an Advance Directive, court-appointed guardian or attorney in fact, Oklahoma law is not clear who may make decisions for you. Usually, your family, doctor and hospital work together to agree about your medical care.

**What if I signed a “Directive to Physicians” under the old law?**

If you signed a “Directive to Physicians” under prior Oklahoma law or an older version of the Advance Directive for Healthcare, it is valid and binding under the new law. You may, however, want to execute a new Advance Directive because the new Advance Directive covers more situations and affords you more choices. The current law also allows you to name the person who you want to make your medical decisions.

**After I’ve executed an Advance Directive for Healthcare, what should I do?**

Keep the original document and give copies to those who need it, such as your doctor, family or close friend. If you are admitted to the hospital, bring a copy of your Advance Directive with you.

**What if I have questions?**

If you have other questions, you should discuss them with your doctors and other caregivers or contact social services or the hospital chaplain by calling extension 5355.

**MY COMMUNITY RESOURCES**

**Adult/Aging**

Center for Creative Living ............................................. 580.248.0471
Senior Information Line ............................................. 800.211.2116

**Crime Victims**
Victim Witness ............................................................. 580.585.4417  
Lawton Police Department ........................................ 580.581.3271  

Domestic Violence  
New Directions ......................................................... 580.357.6141  
Hotline ....................................................................... 580.357.2500  

Handicapped  
Office for Handicapped Concerns ............................... 800.522.8224  
Vocational Rehabilitation ........................................... 580.585.4200  

Health Services  
Alzheimer’s Education and Referral .............................. 800.438.4380  
Comanche County Memorial Hospital  
Ambulance Services .................................................. 580.585.5555  
Comanche County Health Department ......................... 580.248.5890  
Comanche County Memorial Hospital  
Home Healthcare Services ......................................... 580.585.5575  
Lawton Medi-Equip .................................................... 580.355.7655  
Medicare Assistance ................................................... 800.633.4227  

Information  
City of Lawton .......................................................... 580.581.3500  
Fort Sill ....................................................................... 580.442.8111  
Oklahoma Area-wide Services  
Information System (OASIS) ....................................... 800.426.2747  

Legal  
Legal Aid ...................................................................... 580.248.4677  
Fort Sill Legal Aid ....................................................... 580.442.5058  

Nursing Home Complaints  
Ombudsman ................................................................ 800.658.1466  

Social Security  
Lawton ....................................................................... 580.355.8700  
Regional Office ........................................................... 800.772.1213  

Social Services  
Adult Protective Services (Lawton) .............................. 580.250.3600  
Hotline ...................................................................... 800.522.3511  
American Red Cross Lawton Chapter ......................... 580.355.2481  
Association of South Central  
Oklahoma Governments (ASCOG) ......................... 800.658.1466  
Caregivers Support Group ........................................ 580.250.6650  

Children’s Protective Services (Lawton) ...................... 580.250.3700  
Hotline ...................................................................... 800.522.3511  
Department of Human Services  
DHS Office at CCMH (Lawton) .................................. 580.250.3600  
Ext. 5870  
United Way Helpline .................................................. 580.355.7575  

Transportation  
Lawton Area Transit System (LATS) ......................... 580.248.5252  
Yellow Cab Company ................................................ 580.355.2222  
Sooner Ride ............................................................... 877.404.4500  

SAFETY  
Your bed is equipped with a nurse-call button, TV channel and volume controls, bed positioning controls and overhead light controls on both side rails. Contact your nurse for detailed information on the operation of these features.  
Medical equipment used for patient care is inspected for safety and proper operation on a preventive maintenance schedule twice per year by our in-house biomedical service technicians. Inoperable equipment should be reported to your nurse for immediate attention. Medical equipment that is to be sent home with the patient will be demonstrated for proper operation by the nurse prior to the patient leaving the hospital.  
Your comfort is our primary concern. Items not working properly in your room should be reported to your nurse or our housekeeping staff for special attention by our Environmental Services Department.  

Preventing Falls  
Lying down for long periods can make anyone feel woozy. Always sit up in bed for several minutes before trying to stand. If you feel dizzy or weak, call your nurse to help. Ask your nurse what directions your physician has given about your activity level. Never try to lower or climb over the side rails of your bed. If you need assistance, please call your nurse.  

Fall Prevention Guide  
The following guidelines have been established to serve as a reminder to patients, families and/or caregivers of the special needs of a patient who has been assessed to need fall prevention:  

- Orient the patient to surroundings.  
- Make sure the call light and needed items are placed within easy reach.  
- Ensure the environment is free of clutter.  
- Make sure slippers/shoes have a non-skid sole.  
- Check on the patient often.  
- Avoid laxatives or diuretics at bedtime.  
- Offer toileting with every patient contact.  
- Provide a clear pathway to the bathroom.
• Remain nearby when the patient is using the commode chair or shower chair.
• Plan patient care activity to allow for periods of rest.
• Use bed alarm if two or more criteria are checked on the fall risk assessment or as needed.
• Use ambulatory aides if appropriate such as a walker, cane or wheelchair.
• Ambulate with assistance using a gait belt, if appropriate.
• Don’t rush.

**Tobacco Use**

To promote wellness and healing for our employees, visitors and vendors, Comanche County Memorial Hospital does not allow the use of tobacco products on the premises, including parking lots and within the hospital. Tobacco products includes pipes, smokeless tobacco, cigarettes, cigars, snuff and herbal tobacco products.

**Fire Drills**

For your protections, Comanche County Memorial Hospital regularly conducts fire and disaster drills. If a drill occurs while you are here, please remain in your room and do not become alarmed. The hospital is a fire-resistant building and the staff is trained in fire protection.

**Oxygen**

Special regulations are in effect when patients are receiving oxygen. Electrically operated equipment and aerosol products are not permitted in these areas. Absolutely no smoking is permitted in any hospital room.

**Wheelchairs**

Wheelchairs are available on all nursing units, but getting in and out of them without assistance may be hazardous. Please ask for help from a member of the hospital staff.

**Valuable or Lost Items**

Patients are asked not to bring items of value to the hospital. If you do bring a valuable item, it should be deposited in the hospital safe. You will be given a written receipt for all items which must be presented when you withdraw them. Comanche County Memorial Hospital is not responsible for lost items.

**SUICIDE RISK PREVENTION**

Over 30,000 people in the United States kill themselves each year. It is the eighth leading cause of death in the United States. In fact, someone dies by suicide every 18 minutes and an attempt is made about once a minute.

Suicide does not discriminate. It is the third leading cause of death among 15 - 24 year olds and the sixth leading cause of death in 5 - 14 year olds. In older adults, suicide rates for men increase significantly after age 65 and tend to peak between the ages of 45 - 63 in women, and again after 75. Most elderly patients who complete suicide see their physicians within a few months of their death and more than a third within the week of their suicide.

The reasons for suicide can vary. Alcohol, medical illness and depression are the most prominent causes.

Alcohol is a factor in about 30% of all completed suicides. Approximately 96% of alcoholics abuse alcohol until their deaths.

An example of a suicide caused by medical illness is the risk in AIDS patients. The risk is up to 20 times higher in AIDS patients than that of the general population.

Depression is thought to be the number one cause of suicide with over 60% of all people who die by suicide suffer from major depression. In fact, alcoholics who are depressed raise that figure to over 75%. However, depression is among the most treatable of psychiatric illnesses, some estimates suggest that between 80% and 90% of people respond positively to treatment.

It is important to know how to recognize the warning signs and know how to respond.

**Talking About Suicide Or Death**

People who end up taking their own lives have often talked about it directly or indirectly. Sometimes those contemplating suicide talk as if they are saying goodbye or going away.

**Previous Suicide Attempts**

Between 20 and 50 percent of suicide completions have previously tried to take their own lives. Those who have made serious attempts are at much higher risk for actually taking their lives.

**Preparing For Death**

Suicidal individuals often arrange to put their affairs in order. They may give away articles they value, pay off debts or a house mortgage, or even make unexpected changes in their will.

**Personality Changes**

Sometimes a change in eating, sleeping or sexual habits can be signs for suicidal thoughts. Obvious sadness or even a sudden upward change in mood can be warning signs. A suicidal person can become happy and relieved when they think all their problems will soon end.

**How to Help**

Anyone who is talking about suicide, take them seriously. Seventy-five percent of all suicides give some warning of their intentions to a friend or family member. Don’t try to offer advice, but let them know they are not alone.

**Be Willing To Listen**

- Take the initiative and ask what is troubling them.
- Be persistent; don’t be afraid to ask whether they are considering suicide.
- And most importantly, don’t try to argue anyone out of suicide, just let them know you care and understand.
Seek Professional Help

- Encourage the person to see a physician, mental health professional, or reputable treatment facility immediately.
- Be persistent and offer to accompany them if they are unwilling or feel nervous.

For An Acute Crisis

- Take the person to an emergency room or walk-in clinic at a psychiatric hospital.
- DO NOT leave them alone until help is available.
- Remove any harmful weapons or objects that could be used in their attempt.
- If a professional or any facility is unavailable, call your local emergency number.
- Chances are the dispatcher can help to locate immediate psychiatric treatment.

Follow Up On Treatment

- Suicidal patients are often hesitant to seek help and may run away after initial contact unless there is support for their continuance.
- If medication is prescribed, take an active role to make sure the patient follows their prescription, and be sure to notify the physician about any unexpected side effects. Often, alternative medications can be prescribed.

Myths & Facts About Suicide

There is a long-standing myth that mentioning suicide may give a person the idea. Fact is, suicidal people already have the idea. Talking about suicide can help prevent a person from acting on it.

It is also untrue that once a person is suicidal, they are beyond help. The crisis period may last only for a limited time. The person can get help and improve. But remember, another crisis can occur. It is important to take each occurrence seriously and get the person the help he or she needs.

It is also important to remember that people who make unsuccessful suicide attempts are not necessarily just wanting attention. Often, a suicide attempt is a way to get attention — it is the person reaching out for help. Dismissing the incident only makes matters worse. If the individual does not get proper help, he or she may make a more serious suicide attempt next time.

VISITORS

Visiting Hours

Visitors can be good medicine for patients. At Comanche County Memorial Hospital, we do not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability and allow patients to withdraw or deny such consent at any time.

However, patient care is our primary concern. In order to enhance the quality of care, specific visiting hours and regulations have been established. Visiting hours and regulations are available at the Guest Relations’ desk in the lobby.

Patient Visitation Rights

- Patient has right to receive the visitors whom he or she designates, including, but not limited to, a spouse, domestic partner, another family member or a friend.
- Patient has right to withdraw or deny such consent at any time.
- Justified Clinical Restrictions may be imposed on a patient’s visitation rights. All visitors designated by the patient (or Support Person where appropriate) shall enjoy visitation privileges that are no more restrictive than those that immediate family members would enjoy.
- Visiting hours are generally 9:00 a.m. - 8:00 p.m.
- The hospital shall accept verbal confirmation from a patient of individuals who should be admitted as visitors of the patient and individuals who should be denied visitation rights.
- A patient may verbally designate a Support Person to exercise the patient’s visitation rights on his or her behalf, should the patient be unable to do so. Upon such designation by a patient, the legal status or the relationship between the patient and the designated Support Person shall be irrelevant.

Visiting Regulations

Following are general guidelines for visitors:

- Visitors requesting to remain with a patient overnight in a patient’s room must be an adult or an emancipated minor.
- Visitors staying overnight in a semi-private room must be of the same sex as the patient.
- Guest cots are not permitted at any time in semi-private rooms.
- Staying in Critical Care areas is discouraged.
- Children must remain with a non-patient adult.
- Visitors may not smoke in patient rooms or anywhere on hospital grounds.
- Visitors must dress appropriately and must wear shirts and shoes.
- No more than two visitors are allowed at the bedside at one time. Visitors in semi-private rooms should be considerate of both patients.
- People with colds, sore throats or any contagious diseases should not visit patients. Visits should be kept short. Visitors should maintain a quiet environment and avoid unnecessary noise.
- Visitors may be asked to leave the room during tests or treatments or when the doctor or nurse needs to see the patient.

Waiting Areas

There are specially designated lounge areas for visitors on each patient floor and on the main floor in the lobby. Specific waiting areas have been designated for families of patients in the Critical Care Units, the Emergency Department and Surgery. During
certain hours, a member of our Volunteer Services Department is on duty in the surgery waiting room to keep family members informed about the progress of surgery.

**Courtesy Telephones**

Courtesy telephones are located in the main lobby of the hospital, Emergency Department waiting area and Labor/Delivery family waiting area.

A telephone is provided in all patient rooms, with the exception of ICU and CCU. A telecommunications device for the hearing impaired is also available upon request.

- All local calls are free. To make a local call, dial 9 + the number.
- You may place a long-distance call by calling collect, charging the call to your home or using a calling card.
- To access long distance: #6-288 or 0 + 1 + 866.300.2573
- To access another long-distance company: dial 9 + 0 and an operator will connect you with your long distance service of choice.
- To access a patient room from outside of the hospital, call 580.355.8620 and the operator will assist you.

**Cellular Telephones**

Cellular telephones are allowed to be used throughout the hospital, except in the ICU and CCU.

**Retail Pharmacy**

Comanche County Memorial Hospital’s retail pharmacy, Great Plains Pharmacy, is located in the Tomlinson Medical Complex. Hours of operation are: 8:30 a.m. - 12:30 p.m. and 1:30 - 5:30 p.m., Monday through Friday.

**Guest Relations**

Our Guest Relations representatives are here to assist you with your concerns and needs. A representative can be reached by calling extension 3819 or 3820, 6:00 a.m. - 5:00 p.m., Monday - Friday. If your need is urgent and a Guest Relations representative is not available, please call the operator and ask to speak with the House Supervisor.

**Transportation**

- AAA Cab Company ............... 580.248.1234
- Busy Bee Cab ...................... 580.355.7777
- Checker Cab ...................... 580.355.5555
- Yellow Cab ....................... 580.355.2222
- LATS ............................. 580.248.5252

**On-Call Chaplains**

Spiritual support is available to you and your family 24 hours a day through volunteer ministers from our community.

If you would like to visit our Chaplain, please call extension 3172, 8:00 a.m. - 5:00 p.m., Monday - Friday, or call the operator and ask to speak to the House Supervisor.

A chapel is located on the first floor of the hospital and is open to people of all denominations 24 hours a day, seven days a week.

**ATM/Cashier**

An automated teller machine is located across from The Gift Shoppe on the lobby floor. A cashier is also available in the same area to take payments during normal business hours.

**The Gift Shoppe**

 Located off the main lobby on the lobby floor, The Gift Shoppe offers a variety of toiletries, disposable cameras, newspapers, flowers and gifts for your convenience.

The Gift Shoppe hours of operation are:

- 10:00 a.m. - 6:00 p.m., Monday through Friday
- 10:00 a.m. - 5:00 p.m., Saturday
- Closed Sunday

**ACCOMMODATIONS**

**Family Accommodations**

A family member may be able to spend the night with patients who are in private rooms. In some cases, overnight stays may also be possible in semi-private rooms. Criteria to be considered include the patient’s age, timing of surgery, need for constant supervision, medical condition, emotional needs and the permission of the other patient in the room. For more information, please check with a member of the nursing team.

**Hotel Discounts**

Many hotels offer medical discounts to our patients and their family members. A list is available at Guest Relations. Just indicate during hotel registration that you are entitled to this discount.

**RV Hook-Ups**

RV hook-ups are available within the parking lot of the hospital. Visitors needing these services should coordinate their stay with the Environmental Services Department. Please dial extension 3376 to ensure availability and proper connection to utilities.

**TREATMENT PLAN**

**Individualized Treatment Planning**

A treatment plan involves an assessment and the course of your treatment, and your discharge is discussed and planned. You or your family are always encouraged to be an active part of your treatment planning.

**Your Interdisciplinary Team**

**Attending Physician** – Your attending physician will be the primary team leader of your care. He/she will be responsible for leading the treatment team, prescribing medications, monitoring your health and progress and meeting with you frequently. The physician will complete a history and physical within the first 24 hours of admission and will handle all of your medical care during your stay.

**Consulting Physician** – Your physician may want the opinion of specialty physicians to help with your case. As your primary directs and orders consults you may have other physicians
coming by to visit with you. The consulting physician will then let your physician know the results of the consult. If the consulting physician does not give you results from his consult, ask your attending physician.

Registered Nurse – There are Registered Nurses (RNs) on the unit at all times to assist you. They will help you with your plan of care.

Licensed Practical Nurse – Licensed Practical Nurses (LPNs) are available on the unit to assist the RN with medications and other duties that relate to keeping you safe and comfortable during your stay.

Certified Nursing Assistant – Certified Nursing Assistants (CNAs) will be spending a great deal of time with you. They will assist you with any basic need you may have.

Physical, Occupational, Speech and Respiratory Therapy – You may have one or a combination of these services as your physician sees fit. These therapists will come to see you based on your treatment plan. If you have questions about when or how often they will work with you, just ask them.

Dietitian – A dietitian will be looking at your plan-of-care for dietary needs and addressing those according to your treatment.

Care Managers – You have a care manager that has been assigned to your case. This person will make sure that you are receiving all the services you need. This person will also be planning your discharge to home. Care managers are great referral sources. You can ask them about your needs here at the hospital as well as at home.

Chaplain – The hospital has a non-denominational chaplain that can be involved in your care as needed. Chaplains are available around-the-clock to address spiritual concerns such as ministry of presence, empathetic listening, understanding and reflection, Sacraments, Ordinances, blessings, assistance with Advance Directives, End-of-Life planning and ethical decision making.

Ancillary Staff – These are all the other personnel that you will see throughout your day. They include lab technicians, radiology technicians, dietary staff and housekeeping. If you have any questions about their service, feel free to ask them, or contact your registered nurse for assistance.

MEDICATIONS

During your stay with us, your doctor may prescribe several different medications for you to treat your illness and help you get well. It is the goal of the Pharmacy to provide the highest quality medications in a timely fashion to assist in your recovery. We have established a system of medication distribution that has many components to ensure that you receive the correct medication at the correct time. This system involves many healthcare personnel, including your doctor, nurses, pharmacists and other allied healthcare professionals. Most importantly, our system includes you, our patient. You play a vital role in making our medication distribution system as safe as possible. This is why we encourage you to speak up if you have any questions about your medication.

Be sure your physician or nurse identifies you by checking your wristband before giving a medication.

Check with your nurse before taking your medication if:

• the appearance (color, shape, markings, etc.) of your medication is different than you expected.
• the number of pills is more or less than expected.
• the name of the medication is not what you expected.
• the reason for taking the medication is different than the condition your doctor is treating.

Sometimes people worry that questioning a healthcare professional could be insulting. Others think that the medicine looks different because it is a generic drug. Some people may dismiss their concerns because they feel they do not know as much about medications as healthcare professionals. At Comanche County Memorial Hospital, we encourage you to take an active role in your care. Please do not hesitate to ask questions. If you need additional information concerning your medications, ask your nurse to contact the pharmacy. Pharmacists are available 24 hours a day, 7 days a week to assist you. We are here to help.

Comanche County Memorial Hospital strongly supports and promotes:

• pain management,
• patient rights and
• quality care

for all patients presenting to the healthcare system.

The following information describes how patients rights and responsibilities concerning pain management are emphasized throughout your care.

There are many different factors that may affect the way a patient reacts to pain — some of these factors are: age, personal experience, cultural, spiritual and/or ethnic beliefs. How you feel about pain can depend on what happened to you in the past and how worried you are about what is causing your pain now.

PAIN MANAGEMENT

The Rights of Patients with Pain

You have a right to pain relief. If you are having problems with pain control, talk with your doctor or nurse. He or she will find ways to help you. In order for your nurse, doctors and other therapists to help control your pain, they need to know the following information:

• Where is your pain located?
• Do you have any pain all the time/just sometimes?
• What makes you feel better/worse?
• How bad does it feel on a 0-to-10 scale?
• What does it feel like?
• When did it start?
• What do you think is the cause of your pain?
• What effect does pain have on your life?
• Is there anything else you think we should know about your pain?

Types of Pain
You may have acute or chronic pain. Both types of pain respond to treatment.

Acute pain is caused by a health problem or injury. The pain goes away when its cause is treated. You may have pain:

• from an illness or injury that needs emergency care.
• after an operation or other surgical procedure.
• during or after the birth of your baby.

Chronic pain lasts at least three to six months. It can be caused by a health problem or injury such as arthritis or a shoulder injury. Chronic pain can also exist without a clear cause.

How to Rate Your Level of Pain
To help us accurately assess your level of pain, you will be asked to rate your pain on a scale of 0-10.

• 0 = no pain
• 10 = the worst pain possible

Your rating is important to assist in pain management. Rate your pain level every few hours. You may feel some pain, even with medications. Be sure to mention if your pain suddenly increases or changes.

Our goal is to meet your expectation for pain control. Patients that cannot rate their pain level will be assessed using other techniques, such as parental/caretaker reports.

Remember, at Comanche County Memorial Hospital, you have a concerned staff committed to upholding your right to effective pain management. Make your pain management a partnership between you and your healthcare provider.

Patient's Role and Responsibilities
Help us help you. As a patient at Comanche County Memorial Hospital, you have a responsibility in your plan for pain management; therefore, you should feel comfortable discussing the following with your healthcare provider:

• Ask what to expect regarding pain and pain management.
• Discuss pain relief options.
• Ask for pain relief medications when your pain first begins.
• Help the doctor and nurse measure your pain.
• Report any worries you have about taking pain medications.
• Tell your healthcare provider about the pain and your health history.

Follow your treatment plan and report how well your pain relief measures are working.

Always be sure to mention:

• all medications you take, including any over-the-counter medications such as herbs, teas, vitamins, headache or antacid tablets.
• any pain relief techniques you use such as biofeedback or hypnosis.
• any side effect from pain medication (such as nausea, constipation, etc.).

As your pain is reduced, you will begin to feel better, which will assist in your activities of daily living.

Your Healthcare Provider's Role
As your healthcare provider, it is our job to help you measure and manage your pain. As a patient at Comanche County Memorial Hospital, you can expect:

• information about pain and pain relief measures used in our facility.
• concerned hospital personnel committed to preventing and relieving pain.
• current pain management therapy prescribed by your physician.
• healthcare professionals who respond quickly to your reports of pain.

Pain Management at Home
Your healthcare provider will explain how to manage your pain at home. Continue to measure your pain on a regular basis. You may need to take medications and use self-care to feel better.

You have the right to have your pain treated. Untreated pain can limit eating, sleeping, physical activity and recovery. Tell your healthcare provider where and how much you hurt. It may not be possible to relieve all your pain, but your healthcare provider can help you reach a tolerable pain level. You may need to take pain medications prior to therapies or procedures that increase your pain.

You may manage your pain by using techniques such as heat or cold therapy, relaxation, massage, bed rest, biofeedback, limb elevation or visual imagery. Your doctor can advise you about how these techniques may help you. If you have questions, always call your doctor for advice.

YOUR RIGHTS AS A PATIENT
Your rights as a patient are:

• to be informed regarding your rights.
• to express grievances about your care or possible violations of your rights. To discuss a grievance, contact the operator by dialing “0” and request to speak with the House Supervisor.
• to address your concerns to the Oklahoma State Department of Health (OSDH), regardless of whether you have utilized the hospital’s grievance process first. The telephone number at the OSDH is 405.271.6576.
Complaints should be addressed to the Director of Hospitals and Related Institutions – Protective Health Services, 1000 NE 10th Street, Oklahoma City, OK 73117 or The Joint Commission on Accreditation of Healthcare Organizations at 1.800.994.6610.

- to impartial treatment without regard to your age, race, gender, national origin, religion, disability or other status protected by law.
- to personal privacy in your healthcare treatment.
- to receive care in a safe setting.
- to be free from physical or mental abuse and corporal punishment.
- to be free from restraint or seclusion of any form imposed as a means of coercion, discipline, convenience or retaliation by staff.
- to have access to information contained in your records within a reasonable time frame.
- to participate in the formulation of your treatment plan and to know the names of the staff members responsible for your care.
- to participate in the consideration of ethical issues involving your care.
- to quality treatment and continuity of care that is respectful of your personal values and beliefs. To discuss a concern about an ethical issue, contact the operator by dialing “0” and request to speak with the House Supervisor.
- to formulate an Advance Directive for Healthcare and to have hospital staff comply with your Advance Directive.
- to be transferred to another facility if this hospital cannot provide the services you need.
- to obtain from your physician complete, current information concerning your diagnosis, treatment and prognosis.
- to be informed about your medical treatment and to receive informed consent before you are treated. This right includes receiving information regarding anticipated benefits, risks and side effects of all medications and treatments.
- to appropriate assessment and management of pain.
- to refuse treatment to the extent permitted by law, and to be informed of the medical consequences of this action.
- to confidentiality of your medical records and communications with your healthcare providers, except when state or federal law requires disclosure.
- to expect that the hospital, within its capacity, makes a reasonable response to your requests for services.
- to obtain information about any relationship the hospital has with healthcare institutions insofar as your personal care is concerned.
- to be advised if the hospital proposes to engage in research affecting your care or treatment. Patients have the right to refuse to participate in such projects.
- to expect reasonable continuity of care and the right to know, in advance, what appointment times and physicians are available and where.
- to examine and receive an explanation of your bill regardless of source of payment. Patient care decisions are not affected by financial arrangements. Any questions or concerns will be addressed on an individual basis.
- to know what hospital rules and regulations apply to your conduct as a patient.

**PATIENT’S ROLE AND RESPONSIBILITIES**

Your role and responsibilities as a patient are:

- to be free from restraints of any form that are not medically necessary and from the use of seclusion.
- to bring with you information about past illness, hospitalizations, medications, and other matters relating to your health to the best of your ability.
- to cooperate with all hospital personnel caring for you, and to ask questions if you do not understand any directions given to you.
- to be considerate of other patients, and to see that your visitors are considerate as well.
- to keep appointments or to contact the hospital when you cannot keep a scheduled appointment.
- to be prompt in your payment of hospital bills, and to provide the information necessary for insurance processing.
- to respect others, the property of other persons and the property of the hospital.
- to abide by hospital rules and regulations.
- to work with your healthcare provider to develop a pain management plan.
- to help your physician, nurses and allied medical personnel in their efforts to restore you to health consistent with your diagnosis, by following instructions and medical orders.
- to inform hospital administration, as soon as possible, if you believe that any of these responsibilities have not or may not be fulfilled.
- to maintain the treatment recommended by your physician upon discharge from the hospital and to notify the physician of any changes.
- to report perceived risks to your care or any safety concerns.
- to not infringe on the rights of others while exercising your rights.

Your comments or concerns are important to us. If you have a need that we may assist with, we encourage you to call Guest Relations at extension 3819 between 6:00 a.m. - 5:00 p.m., Monday - Friday. If you have an urgent need after hours, please call the operator by dialing “0” and ask to speak to the House Supervisor.
If you have a concern about an ethical issue, please call the operator and request to speak with the House Supervisor.

**OUR CREDIT POLICY**

Thank you for the privilege of serving your healthcare needs.

We are here to provide you and your family with quality medical care whenever you need it, and to continue to honor this commitment, we must receive prompt payment for services rendered.

In this credit policy, we have attempted to answer common questions about billing and give you the information you need to see that your bill is paid.

*For Our Patients with Insurance*

You are responsible for payment of your account within the limits of this credit policy even though you may have an insurance claim pending.

Most individual and group insurance carriers – including Medicare – are accepted by Comanche County Memorial Hospital, subject to verification of insurance and assignable benefits. This hospital is authorized by most insurance carriers to perform most medical services requested. However, for your own protection, YOU SHOULD CONTACT YOUR CARRIER PRIOR TO RECEIVING SERVICES TO VERIFY THAT THIS HOSPITAL HAS A CONTRACT WITH YOUR INSURANCE COMPANY.

If your insurance plan requires pre-admission or pre-treatment authorization, you will need to secure an authorization number from your insurance company and provide it to our Business Office prior to your admission. We will not accept responsibility for securing this authorization.

Benefits vary from policy to policy, so your insurance payment may or may not cover all your charges. Your level of coverage is specified under the benefits section of your insurance policy.

**CHARGES NOT PAID OR ALLOWED BY YOUR INSURANCE COMPANY ARE YOUR RESPONSIBILITY TO PAY.**

We will be happy to help complete and file the necessary insurance documentations as a courtesy to you. To speed processing, however, you are required to provide the Admitting Department with the proper insurance documentation at the time of treatment or prior to your discharge from the hospital.

State law requires insurance companies to pay or reject a claim within 30 days of receipt. Comanche County Memorial Hospital allows 60 days as a courtesy to you. If your insurance company does not pay or rejects the claim within 60 days of receipt or fails to advise us of a legitimate reason for delaying payment within 60 days, you will be billed and held personally responsible for payment.

*For Our Patients Not Covered by Insurance*

All accounts are due and payable upon receipt of your bill, unless prior financial arrangements have been made before your discharge from the hospital.

If payment is not received within 10 days of the due date and no payment arrangements are made, a 1.25% late charge will be assessed on the full unpaid balance.

Comanche County Memorial Hospital reserves the right to refer unpaid accounts to a collection agency and assess a penalty of 1.5% on the full unpaid balance. You may be charged for collection fees or a reasonable attorney fee plus court costs, if your account is turned over to an attorney for collection.

Whenever you have questions regarding your account, please write or call our Business Office: 580.585.5565 or 1.800.522.0104.