



Patient Guide

Our mission is to improve
the health of the people and
communities we serve.

INTEGRIS

Canadian Valley Hospital

405-717-6800 • integrisok.com/yukon

WELCOME



ENTRANCE

- ↑ Hospital Main Entrance
- ↑ Medical Office Building Patient & Visitor Parking

INTEGRIS Canadian

NO PARKING FIRE ZONE

MESSAGE FOR OUR PATIENTS



Dear Friend,

On behalf of the physicians and staff at INTEGRIS Canadian Valley Hospital, I would like to welcome you to our facility as a patient and guest. During your stay with us at INTEGRIS Canadian Valley, this booklet will provide information to ensure your comfort and will also help answer questions you may have about your hospital stay. If you have any additional questions during your visit, please let us know. We want to provide you with the information and resources to help make your visit the best it can be.

INTEGRIS Canadian Valley Hospital is a not-for-profit hospital and part of INTEGRIS, the largest health care system in Oklahoma. INTEGRIS Canadian Valley is fully accredited by the Joint Commission and is a member of the American Hospital Association and VHA. Our goal at INTEGRIS is to combine clinical, service, operational and team excellence for the development and delivery of the highest quality of patient care possible. Our commitment to quality health care has placed us in the national spotlight as a top provider of leading edge medicine. By living up to our mission to improve the health of the people and communities we serve, INTEGRIS has been consistently honored by peer organizations and by our patients.

If there is anything we can do to make your stay with us more comfortable, just ask any of our employees or volunteers as we are here to serve you. We wish you a speedy recovery and thank you for choosing INTEGRIS Canadian Valley Hospital.

Sincerely yours,

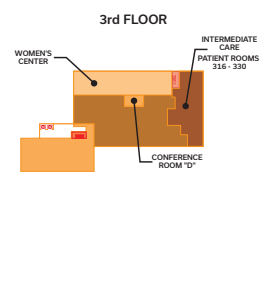
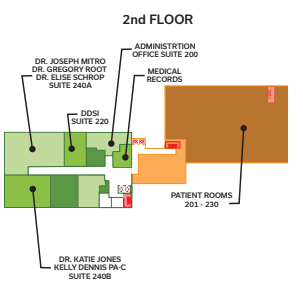
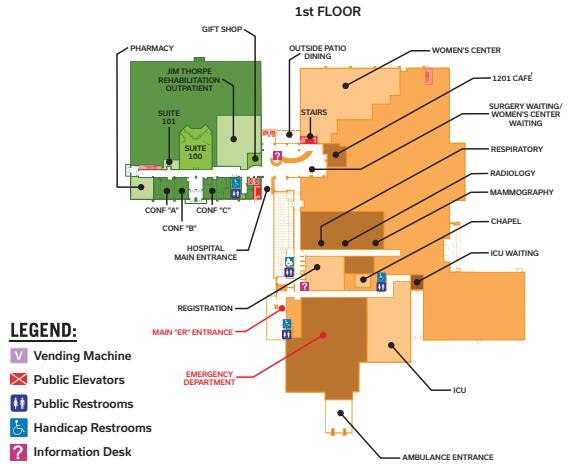
A handwritten signature in blue ink that reads "Teresa Gray". The signature is fluid and cursive.

Teresa Gray, RN, B.S.N., M.B.A., NEA-BC
Chief Hospital Executive
INTEGRIS Canadian Valley Hospital

ABOUT THE HOSPITAL

Main Entrance

The main entrance to INTEGRIS Canadian Valley Hospital, located on the south side of the hospital off of Health Center Parkway, is open 4 a.m. to 9 p.m. daily. The emergency entrance located at the southwest side of the hospital is open 24 hours, seven days a week.



Visiting Hours

At INTEGRIS Canadian Valley, we understand how important the presence of loved ones is to our patients' healing process. Each floor, however, has designated quiet times. Please inform the nursing staff of your specific needs.

Parking

Parking is available for patients, family members and guests in the parking lot on the south side of the hospital and in the parking lot west of the medical office building. Handicap parking is available at each hospital entry.

Safety and Security

For your safety, all INTEGRIS employees are required to wear name tags at all times. If you are concerned about your care during your stay, ask to speak to the nurse in charge immediately. A team manager is in charge at all times on your floor and will be able to assist you.

Clinical directors oversee clinical aspects of each unit including patient care. An administrative supervisor – also called a house supervisor – is on duty 24 hours a day, seven days a week. Both of these staff members can assist you, as well.

INTEGRIS Canadian Valley Hospital maintains a security patrol with uniformed security officers and Yukon Police Department monitoring the hospital around the clock. For an escort to your vehicle, call 405-949-3425.

Service Animals

Service animals accompanying patients and visitors with a disability will generally be allowed in all areas of the facility and surrounding property where the public is normally allowed to go. Service animals may be excluded if the animal's presence may compromise a sterile environment or otherwise require INTEGRIS to fundamentally alter the nature of the services or programs it provides.



PATIENT INFORMATION

Your Health Care Team

Your health care team consists of many health care professionals working together to make sure you receive very good care that is consistent with the high standards of INTEGRIS. You are the captain of your health care team and we encourage both you and your family to be active participants in your care by asking questions. Your team may include the following.

- Advance practice nurse
- Chaplain
- Dietitian
- Hospitalist
- Licensed practical nurse
- Nurse assistant
- Pharmacist
- Physical/occupational/speech therapist
- Physician
- Physician assistant
- Radiologic technologist
- Registered nurse
- Respiratory therapist
- RN case manager
- Social worker

YOUR SPECIALISTS IN HOSPITAL CARE

Hospitalists

Your primary care doctor may partner with a hospitalist to provide your hospital care. Hospitalists are physicians specializing in caring for hospitalized patients. Your doctor communicates vital information to the hospitalist at admission and the hospitalist coordinates your care and keeps your doctor informed of your condition and progress.

INTEGRIS hospitalists believe high-quality care requires providing safe, timely, effective, evidence-based, and efficient patient-centered care. Please ask questions, keep follow-up appointments and take only those medicines outlined in your discharge papers. If questions arise after your hospitalist has made rounds, ask your nurse to relay the question to the doctor. If you have questions or concerns within 48 hours of getting home, contact your primary care physician.

INTEGRIS is a member of the Mayo Clinic Care Network

A unique collaboration with Mayo Clinic allows INTEGRIS physicians to work directly with Mayo physicians on complex diagnosis and treatment plans. Communication between doctors and information sharing is made possible through a variety of electronic tools and services including AskMayoExpert, eConsults, inpatient phone consults and eTumor Board Conferences.

This combined expertise, from two trusted organizations, gives Oklahoma patients the care they need close to home, without additional cost or unnecessary travel. It gives our physicians a new resource to complement the innovative and leading care patients have grown to expect from INTEGRIS.

DURING YOUR STAY

Your Room

Room assignments are based upon admitting diagnosis, patient needs and bed availability at the time of your admission.

Patient Experience

Thank you for allowing us at INTEGRIS Canadian Valley Hospital to take care of you. Our goal is to provide you with excellent care, and we strive to do this for every patient. We welcome your comments about how we are doing to reach this goal.

While you are here, we would like the opportunity to improve your experience and address any problems or concerns that you have. If at any time you have questions or concerns, please ask to speak to the nurse in charge. A team manager or lead nurse is in charge at all times on your floor and will be able to assist you.

We also use patient experience surveys to listen to patients and families as well. Within one week after your discharge, you may receive a survey by email, text notice or regular mail. We hope that you will take a few minutes to complete it and let us know what we did well, and where we could improve our service for future patients. We value your input.

Thank you again for the privilege of caring for you.

Tobacco Free Policy

INTEGRIS Canadian Valley Hospital is a tobacco free environment, both inside and out. Tobacco use (e.g., smoking, dipping, vaping, etc.) is not permitted anywhere on campus for patients, families, visitors or staff. Please support our goal to provide a healthy tobacco-free environment.





TV CHANNELS

- | | | | |
|-----------|--------------------|-----------|--------------|
| 2 | TBN | 18 | Azteca |
| 3 | Cox Channel | 21 | Univision |
| 4 | NBC | 22 | EWTN |
| 5 | Telemundo | 23 | HGTV |
| 6 | QVC | 24 | Food Network |
| 7 | Me TV | 25 | Lifetime |
| 8 | ABC | 26 | Nickelodeon |
| 10 | CBS | 27 | A&E |
| 11 | CW | 28 | ESPN2 |
| 12 | FOX | 29 | ESPN |
| 14 | PBS | 30 | MTV |
| 15 | Freedom 43
KAUT | 31 | TNT |
| 17 | ION | 32 | Discovery |

- | | |
|----------------------------------|--------------------------------------|
| 33 AMC | 57 Investigation
Discovery |
| 34 USA | 58 Hallmark |
| 35 FX | 59 Animal Planet |
| 36 Freeform | 60 Golf Network |
| 37 FOX Sports
Oklahoma | 61 History |
| 38 Disney Channel | 62 TBS |
| 39 CMT | 63 TCM |
| 40 TLC | 64 E! |
| 41 CNBC | 65 Bravo |
| 42 MSNBC | 66 Weather |
| 43 CNN | 67 Fox Sports 1 |
| 44 FOX News | 68 FOX Sports Plus |
| 45 Spike | 69 Fox Sports 2 |
| 46 VH1 | 70 POP |
| 47 HLN | 71 NBC Sports |
| 48 TruTV | 72 National
Geographic |
| 49 SyFy | 73 Fox Business |
| 50 BET | 74 FXX |
| 51 Travel | 75 Unimas HD |
| 52 Cartoon
Network | 76 Velocity |
| 53 GSN | 83 Patient Education |
| 54 TV Land | 84 Patient Education |
| 55 WGN | 85 Patient Education |
| 56 Comedy Central | 86 Patient Education |

To access Closed Captioning,
select the  on the remote.

PATIENT FINANCIAL INFORMATION

Historically, INTEGRIS provided high-quality services and then billed the patient afterward. That practice often created frustration for the patient because they had no idea what to expect; therefore, they were not able to plan. Often, the practice created unnecessary challenges for the patient to meet their financial obligations for the care they received.

INTEGRIS now has a process to help provide our patients with as much information as possible on the front end regarding their bill and financial responsibility expectations. The process is designed to help reduce frustration, anxiety and confusion, and hopefully allow the patient and their family to focus on medical procedures and recovery.

In order to assist our patients' ability to meet the new conditions, INTEGRIS accepts American Express, Visa, MasterCard and Discover. Patients with an estimated financial liability may be required to pay a minimum deposit. Patients unable to pay the amount in full are offered a payment plan option.

For more information, please call the INTEGRIS Priceline at 405-713-4500 or toll free at 877-313-4500.



FINANCIAL ASSISTANCE AVAILABLE

If you need help paying your bill, whether or not you have insurance, contact the financial assistance office. Please ask for an application or call Customer Service at 405-252-8400. Thank you for choosing INTEGRIS for your health care needs.



PATIENT AND GUEST SERVICES

Patient Meals

Nourishing and well-balanced meals are an important part of your treatment and recovery at INTEGRIS Canadian Valley Hospital. We make every effort to provide nutritious meals prepared according to your physician orders with the supervision of our food service director and registered dietitian.

A copy of the room service menu is in your room. Meals are served within a 45 minute time frame after being ordered. If you are unable to order your own meals, a tray will automatically be sent to you according to your diet order. Auto tray meals are served at the following times.

BREAKFAST – 8 to 8:30 a.m.

LUNCH – noon to 12:30 p.m.

DINNER – 5 to 5:30 p.m.

Menus are tailored to any dietary restrictions your physician may have ordered. If you miss one or more meals because of tests or surgery, your meals will resume as soon as your physician allows.

If you are unable to order your own meals by utilizing the room service menu, please let your caregiver know. The phone number to call and order your meals is 77800 (from inside the hospital). If you have any questions or concerns about your diet or nutritional needs, call the dietitian at 405-717-5350.

Guest Food Services

Meals are served in the cafeteria located on the first floor adjacent to the hospital lobby. General cafeteria hours are 7 a.m. to 2 p.m. Monday through Friday and 7:30 a.m. to 1:30 p.m. Saturday and Sunday with full meal service as follows.

BREAKFAST

7 to 10 a.m. Monday - Friday
7:30 to 9:30 a.m. weekends

LUNCH

11 a.m. to 2 p.m. Monday - Friday
11 a.m. to 1 :30 p.m. weekends

SNACK TIME

2:30 to 4 p.m. daily

DINNER – CLOSED

Holiday hours may vary.

Vending machines are located in the ER waiting area and in the lobby near the main hospital entrance.

Complimentary Services

- ATM machines
- Chapel
- Hearing impaired/interpreter services
- Internet
- Newspapers
- Notary
- Pastoral care

RETAIL SERVICES

Gift Shop

The hospital Gift Shop is located in the main lobby near the information desk. Our hours may vary. Please call 405-717-6895 ahead of time, to confirm that we are open.

The Gift Shop offers health and beauty aids, flowers, candy and gifts.

The Gift Shop is operated by the Volunteer Auxiliary and all profits benefit INTEGRIS Canadian Valley Hospital Volunteer Auxiliary charitable projects.

INTEGRIS Pharmacy Yukon (Retail)

Have your new or current prescriptions filled at the INTEGRIS pharmacy available on our campus. Your prescription can also be delivered to your patient room before you are discharged. Please let your caregiver know if you would like your medications delivered to your room prior to discharge. Services include patient counseling, over-the-counter medications, health and beauty aids and a variety of gift items. Most insurance plans are accepted. Senior citizen discounts are available on cash prescription purchases. For more information, please contact the pharmacy.

1205 Health Center Parkway, Suite 115
Open Monday - Friday 8 a.m. to 6 p.m.
405-717-5330 • Fax: 405-717-5311



FINDING HELP

Case Management

Case managers are available and may be reached at 405-717-6955. Contact the case manager to ensure your discharge process goes as smoothly and quickly as possible.

Condition H

Patients may request a consultation with our Rapid Assessment caregivers by calling 405-717-6840, when you or a family member has a concern about your condition or feel something is "just not right." The administrative supervisor will serve as the first responder along with the patient's nurse to assess the patient's condition and determine what the next steps need to be. This may include but is not limited to, educating the patient and family on their clinical condition, contacting the Rapid Assessment caregivers and/or calling the physician.

Organ Donation

If you wish to be an organ donor, please tell your loved ones so that your wishes are known. You may contact your nurse to discuss donation options or visit Lifesharing.org online.

Pastoral Care

Spiritual support is available to our patients, families and visitors. Please ask a member of the nursing staff for additional information.

INTEGRIS Angel

The INTEGRIS Angel program gives grateful patients and their loved ones the opportunity to support INTEGRIS while paying tribute to caregivers who impacted a patient's stay. The INTEGRIS Angel program helps INTEGRIS sustain, expand, and improve our vital programs while recognizing exemplary caregivers. Your gift is deeply appreciated and provides assistance to the system's greatest needs. Contributions to the INTEGRIS Foundation are tax-deductible to the extent allowed under current IRS regulations.

INTEGRIS & Me

INTEGRIS offers a new era of personalized health care that's all about . . . you.

INTEGRIS & Me provides an ever-growing suite of intuitive, powerful and secure tools to manage your health care in the way that only you can, whenever and wherever it suits you.

- Communicate with your care team
- Manage your appointments
- Pay your bills online
- Manage your medical information
- View lab tests and results
- Touch ID
- Renew pharmacy prescriptions
- eCheck-in
- Fast Pass
- Video chat with a health care provider using INTEGRIS Virtual Visit™.

To learn more, visit [integrisandme.com](https://www.integrisandme.com)



INTEGRIS Canadian Valley Hospital

1201 Health Center Parkway
Yukon, OK 73099

For more information about the comprehensive, state-of-the-art services provided by INTEGRIS Canadian Valley Hospital, call

405-717-6800.

INTEGRIS

integrisOk.com