



INTEGRIS
*Southwest
Medical Center*

Patient Guide



INTEGRIS

4401 S. Western • Oklahoma City, OK 73109

405-636-7000 • integrisok.com

INTEGRIS Southwest Medical Center Plaza

WE
LOVE
OUR
WELL

MESSAGE FOR OUR PATIENTS



Dear Friend,

INTEGRIS Southwest Medical Center has been a part of the southwest Oklahoma City community since 1965 – first as South Community Hospital. The name was changed to Southwest Medical Center of Oklahoma in March 1992, and then it became INTEGRIS Southwest Medical Center in February 1995. We have grown from a 73-bed community hospital to a comprehensive medical center offering a full range of services with nearly 400 beds.

Our vision at INTEGRIS Southwest Medical Center is to be the most trusted name in health care. In striving to achieve that vision, INTEGRIS has been consistently honored by peer organizations and consumers.

INTEGRIS Southwest Medical Center is fully accredited by the Joint Commission and is a member of the American Hospital Association and Vizient. Our goal is to combine clinical, service and operation excellence for the development and delivery of the highest quality of patient care possible across Oklahoma and the surrounding states.

If there is anything we can do to make your stay with us more comfortable, just ask any of our employees. We wish you a speedy recovery, and thank you for choosing INTEGRIS Southwest Medical Center.

Sincerely yours,

A handwritten signature in black ink, appearing to read 'J. Cash'.

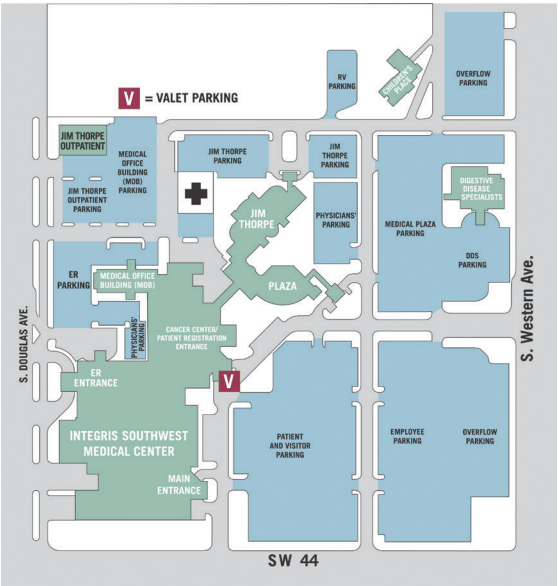
Jordan Cash, FACHE
President

ABOUT THE HOSPITAL

MAIN ENTRANCE

The main entrance to INTEGRIS Southwest Medical Center, located on the southeast corner of the campus off 44th Street, is locked at 11 p.m. and unlocked at 5 a.m. To enter the hospital between 11 p.m. and 5 a.m., please enter through the emergency department entrance, located off Douglas Ave. on the west side of the hospital.

The Patient Registration entrance located on the east side of the hospital, 4301 S. Western Ave., is open from 5 a.m. to 11 p.m., seven days a week.



VISITING HOURS

We recognize the positive effect that visits from family and friends can have on the healing process. If the visiting hours do not meet your needs, please inform the nursing staff.

PARKING

Parking for patients, family members and guests surrounds the campus of INTEGRIS Southwest Medical Center, with handicap parking located adjacent to each entry. A limited number of recreational vehicle parking spaces are available on the north side of the campus on a first-come, first-served basis. Please register your RV with the security department at 405-636-7611.

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 or lead nurse 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 Southwest Medical Center maintains a security patrol 24 hours a day, with uniformed security officers monitoring the hospital. For an escort to your vehicle, call 405-636-7611.

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.

- Case manager
- Chaplains
- Clinical nurse specialist
- Dietitian
- Hospitalist
- Licensed practical nurses
- Nurse assistants
- Pharmacist
- Physical/occupational/speech therapist
- Physician
- Physician assistant
- Psychiatrist
- Radiologic technologist
- Registered nurses
- Respiratory therapist
- Social worker



YOUR SPECIALISTS IN HOSPITAL CARE

HOSPITALISTS

Hospitalists are physicians specializing in caring for hospitalized patients. They partner with your doctor to provide your hospital care. 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, 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. If you don't have a primary care physician, or your primary care physician isn't available, contact your hospitalist via our answering service at 405-359-2353.



DURING YOUR STAY

YOUR ROOM

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

PATIENT SATISFACTION

Because we value your opinion, you will receive a confidential patient satisfaction survey in the mail about one week after your discharge from INTEGRIS Southwest Medical Center. Please take time to complete the form and return it in the postage paid envelope provided. Your feedback is very important. We are always interested in knowing what we do well and what we can improve upon to provide you with a very good hospital experience.

If you have any questions or concerns during your hospital stay, please call the VIP HelpLine at 405-949-3000 for assistance.

TOBACCO FREE POLICY

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



TV CHANNELS

- | | | | |
|----|-----------------|----|---------------------|
| 2 | TBN | 34 | USA |
| 3 | Cox Channel | 35 | FX |
| 4 | NBC | 36 | Freeform |
| 5 | Telemundo | 37 | FOX Sports Oklahoma |
| 6 | QVC | 38 | Disney Channel |
| 7 | Me TV | 39 | CMT |
| 8 | ABC | 40 | TLC |
| 10 | CBS | 41 | CNBC |
| 11 | CW | 42 | MSNBC |
| 12 | FOX | 43 | CNN |
| 14 | PBS | 44 | FOX News |
| 15 | Freedom 43 KAUT | 45 | Spike |
| 17 | ION | 46 | VHI |
| 18 | Azteca | 47 | HLN |
| 21 | Univision | 48 | TruTV |
| 22 | EWTN | | |
| 23 | HGTV | | |
| 24 | Food Network | | |
| 25 | Lifetime | | |
| 26 | Nickelodeon | | |
| 27 | A&E | | |
| 28 | ESPN2 | | |
| 29 | ESPN | | |
| 30 | MTV | | |
| 31 | TNT | | |
| 32 | Discovery | | |
| 33 | AMC | | |



- | | | | |
|----|-------------------------|----|---------------------|
| 49 | SyFy | 65 | Bravo |
| 50 | BET | 66 | Weather |
| 51 | Travel | 67 | Fox Sports 1 |
| 52 | Cartoon Network | 68 | FOX Sports Plus |
| 53 | GSN | 69 | Fox Sports 2 |
| 54 | TV Land | 70 | POP |
| 55 | WGN | 71 | NBC Sports |
| 56 | Comedy Central | 72 | National Geographic |
| 57 | Investigation Discovery | 73 | Fox Business |
| 58 | Hallmark | 74 | FXX |
| 59 | Animal Planet | 75 | Unimas HD |
| 60 | Golf Network | 76 | Velocity |
| 61 | History | 83 | Patient Education |
| 62 | TBS | 84 | Patient Education |
| 63 | TCM | 85 | Patient Education |
| 64 | E! | 86 | Patient Education |

To access **Closed Captioning**,
select the **CC** on the remote.



POINT OF SERVICE FINANCIAL OBLIGATION

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 in excess of \$500 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.

PATIENTSECURE

At INTEGRIS, we are committed to providing you with the highest quality of care, and we consider your safety a priority. That is why we are introducing PatientSecure, a new, secure and faster way to register at any participating INTEGRIS facility. Our PatientSecure system utilizes the latest in biometric technology that streamlines patient registration and provides accurate identification of patients.

PatientSecure is highly accurate and works by scanning the vein pattern of your palm. Vein pattern in a palm is highly unique to each person. The scan uses harmless near-infrared light, which is the same as the light of a TV remote control. The advanced algorithm processes your vein pattern to create an encrypted and protected digital file, which is linked to your unique medical record.

A team manager or lead nurse will be able to assist you with more information on enrolling in the program.



INTRODUCING INTEGRIS & ME ...

For you. For health. For Life.

You are unique. No two people share the same dreams, desires, ambitions – or health care needs. That's why INTEGRIS is proud to welcome you to a new era of personalized health care that's all about you. Whether you're a current MyINTEGRIS user or you're new to patient portals, you'll find an ever growing suite of intuitive, powerful and secure tools to manage your health care in the way that only you can. By signing up, you'll have access to:

- Manage your appointments
- Communicate with your care team
- Pay bills online
- See your medical history
- Find the doctor for you
- Video chat with a health care provider using INTEGRIS Virtual Visit.™

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



PATIENT AND GUEST SERVICES

PATIENT MEALS

Nourishing and well-balanced meals are an important part of your treatment and recovery at INTEGRIS Southwest Medical Center. We make every effort to provide nutritious meals prepared according to your physician's orders with the supervision of our executive chef and registered dietitians.

A copy of the weekly menu is in your room. Meals are served at the following times.

BREAKFAST – 7:15 to 8:15 a.m.

LUNCH – 11:45 a.m. to 12:45 p.m.

DINNER – 4:45 to 5:45 p.m.

Menus are tailored to any dietary restrictions your doctor 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 have any requests from the alternative menu, please call the patient menu hotline at 405-636-7130. If you have any concerns or questions about your diet or nutritional needs, call the dietitian at 405-636-7110.



GUEST FOOD SERVICES

Meals are served in the cafeteria located on the first floor of the hospital near the guest elevators. General cafeteria hours are 6:45 a.m. to 7:30 p.m. with full meal service as follows.

BREAKFAST – 6:45 to 10:30 a.m.

LUNCH – 11 a.m. to 2 p.m.

DINNER – 5 to 7:30 p.m.

Weekend and Holidays:

BREAKFAST – 7 to 10:30 a.m.

LUNCH – 11 a.m. to 2 p.m.

DINNER – 5 to 7:30 p.m.

OVERNIGHT ACCOMMODATIONS / GUEST BEDS

Complimentary guest beds are available for family members to use. Beds are available 24 hours a day, seven days a week. To obtain a bed, contact the nurses' station on the floor.

A list of nearby hotels offering discounted rates is available at the main entrance information desk.

COMPLIMENTARY SERVICES

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



RETAIL SERVICES

GIFT SHOP

The hospital Gift Shop is located in the main lobby near the information desk. It is open during the following hours.

9 a.m. to 5 p.m., Monday through Friday

10 a.m. to 4 p.m., Saturday

1 to 4 p.m., Sunday

The Gift Shop offers health and beauty aids, flowers, candy, magazines, postage stamps, baby gifts, balloons, greeting cards, toys and other gifts. MasterCard and Visa credit cards are accepted.

The Gift Shop is operated by the Volunteer Auxiliary and all profits benefit projects at INTEGRIS Southwest Medical Center. To contact the Gift Shop, call 405-636-7074.

INTEGRIS PHARMACY

Have your new or current prescriptions filled at either INTEGRIS Pharmacy location. 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 either pharmacy.

INTEGRIS Pharmacy - 4185

4221 S. Western Ave. #1020

Oklahoma City, OK 73109

Phone: 405-636-7718 • Fax: 405-636-7542

Open 8 a.m. until 6 p.m., M-F

INTEGRIS Pharmacy - 4177

(Located inside INTEGRIS Southwest near the Emergency Department)

4401 S. Western • Suite 1F181

Phone: 405-231-0400 • Fax: 405-231-0411

Open 8 a.m. until Midnight, M-F; 11 a.m. until 11 p.m., weekends

FINDING HELP

CASE MANAGEMENT

Case managers and social workers may be reached at 405-636-7014, and the administrative supervisor may be contacted through the hospital operator.

CONDITION H

Patients may request a consultation from our Rapid Assessment team by calling *911 when you or a family member has a concern about your condition or feel something is “just not right.” The call will then be communicated to the administrative supervisor who 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 team and/or calling the physician.

ORGAN DONATION

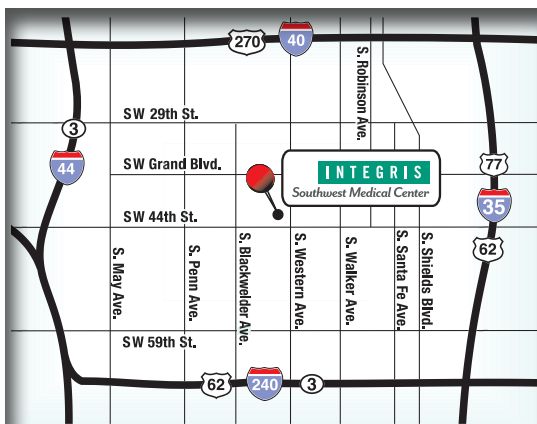
If you wish to be an organ donor, please tell your loved ones so that your wishes are known. You may contact a chaplain to discuss donation options.

PASTORAL CARE / CHAPLAIN

The Department of Pastoral Care is honored to provide spiritual and emotional counseling and support 24 hours a day for patients, families and visitors. Our board-certified, professional chaplains provide encouragement, spiritual guidance, grief support and prayer, and can assist you in accessing clergy from your faith tradition. You may contact a chaplain directly by dialing 405-636-7539 during business hours, by dialing the operator and asking for the chaplain, or by asking a member of our nursing staff to contact a chaplain for you.

GUARDIAN ANGEL

The INTEGRIS Guardian Angel program helps INTEGRIS sustain, expand and improve our vital programs while recognizing your exemplary caregiver who impacted your visit or stay. Your gift is deeply appreciated. Contributions to the INTEGRIS Foundations are tax-deductible to the extent allowed under current IRS regulations.



CENTERS OF EXCELLENCE

INTEGRIS Cancer Institute

INTEGRIS Heart Hospital

INTEGRIS James R. Daniel Stroke Center

INTEGRIS Jim Thorpe Rehabilitation

INTEGRIS MDA Neuromuscular Center

INTEGRIS M.J. and S. Elizabeth Schwartz
Sleep Disorders Center of Oklahoma

INTEGRIS Southwest Breast Health
and Imaging Center

**For more information about the
comprehensive, state-of-the-art
services provided by
INTEGRIS Southwest Medical Center,
call 405-636-7000.**

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