

Helpful information
about your hospital stay

Billings Clinic

Patient Guide

Welcome to Billings Clinic

At Billings Clinic, we are a dedicated team of health care professionals with one goal in mind: to offer you the best and safest care possible. We know that good care involves more than good medicine. That's why our concern for you extends to every part of your stay. We want your experience to be as safe, pleasant and comfortable as possible.

Use this guide to learn more about the services and resources that are available to you and your visitors. **In this guide, we will offer you pointers on how you and your family can become more actively involved in your health care.** This guide is also available online at **billingsclinic.com**. We would like to extend our thanks for choosing Billings Clinic.

About Billings Clinic

Based in Billings, Montana, Billings Clinic is a not-for-profit health care organization where specialists work together for our mission of providing health care, education and research to our local community and the region.

Our Mission

Health Care, Education, Research

Our Vision

Billings Clinic will be a national leader in providing the best clinical quality, patient safety, service and value.

Our Values

***Quality** – We are committed to a high standard of quality and value to achieve optimal clinical outcomes.*

***Service** – Our goal is to deliver outstanding service to our patients and communities in the region by anticipating and meeting their needs with compassion.*

***People** – We respect and value each individual.*

***Teamwork** – Each individual contributes as a member of the team accomplishing more than an individual can alone. Flexibility, mutual trust, and cooperation are essential.*

***Integrity** – We take responsibility for our actions and communicate openly and honestly with each other and the public.*

General Visiting Hours: 8 am to 8 pm

Visiting hours allow for both visitation by friends and relatives balanced with patient rest which is essential for treatment. If there is a need for someone to stay overnight with you, please let your nurse know so she/he can arrange for this. Dialysis, Family Birth Center, NICU, ICU, and the Psychiatric Center have specific visitation times. Family members may call **238-2500** after-hours to check on you.

HIPAA Guidelines

Due to federal regulations regarding confidentiality, we cannot disclose any health care information without your permission.

Patient-Centered Care: You Are an Important Part of Our Team!

Everyone involved in your care has a role, especially you. Research shows that patients who actively participate in their health care decisions have better outcomes. This includes understanding your care when you return home.

Our goal is that you feel informed, heard, and cared for.

Here are ways you can participate:

Be Courageous and Speak Up

- Let us know how you are feeling
- Ask questions when you do not understand, keep asking questions until you do
- Tell us what we are doing well and when someone deserves recognition
- We appreciate you telling us if you have any questions or concerns, or how we can deliver better care
- If you receive a survey about your care, we would appreciate if you would take the time to complete it and let us know about your experience. Your feedback and comments are very important to us, as we use your feedback and comments to work to get better every day. Thank you.
- Give us feedback by:
  - Speaking with the unit manager
  - Visiting our website under "Contact Us"
  - Recognizing outstanding staff with Daisy or Bee awards

Be Safe and Clearly Understand

- Know exactly what will be happening to you
- Be aware of risks, complications, and side effects
- Bring a trusted family member or friend to accompany you, as your "second set of eyes and ears"
- Understand what to expect after your care, such as if you need a ride home, recovery time, or medication instructions

Kindness and Other Care You Can Expect

- Each care team member should introduce him/herself and always wear their Billings Clinic ID badge visible to you
- We focus on safety, and will verify your identity and other pieces of information often
- Focus on health and prevention, as we wash/sanitize our hands frequently. You and your guests can help by doing the same
- Smoking is not allowed anywhere on our campus for yours and other patients' safety

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Personal Items and Valuables

Bring only essential items to the hospital. For safety reasons, do not bring TVs, radios, hair dryers or other electric devices. Contact your nurse for more information.

- Valuables such as jewelry (wedding rings, watches, earrings, and necklaces), money and credit cards, and electronic devices should be secured in the hospital's safe or send them home with your family or friends. Please let your nurse know if you have valuables that need to be secured. Security will help account for them and get them secured.
- Billings Clinic is not responsible for loss of personal items and valuables that have not been secured by Billings Clinic staff.
- **Billings Clinic is a tobacco and weapons free facility.**
- **For your Safety – Tobacco products and weapons will be confiscated and may not be returned to you.**

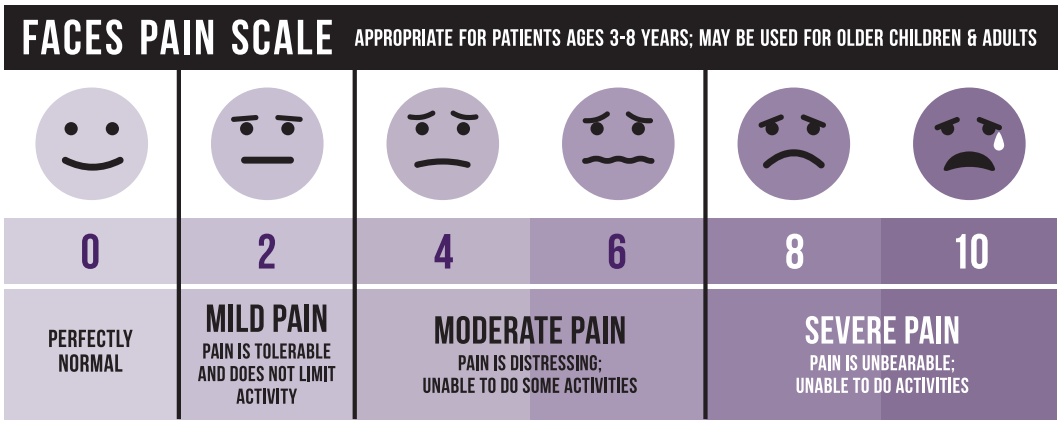
Pain Management

Pain or discomfort is an expected result of surgical and medical conditions. While we may not be able to completely take away your pain, we will ask you to create a pain goal upon admit. We would like you to:

- Ask your doctor or nurse any questions about pain or the treatment of pain.
- Be as comfortable as possible during your hospital stay within the context of safe and appropriate pain management.
- Tell the hospital staff how much pain you are experiencing, on a scale from 0 to 10, and which activities make it worse.
- Be treated for any side effects that pain medication may cause.



Pain Scale



It is important to report your pain. Report your pain when it is just beginning. Pain medicines work better if you take them when the pain is just starting. Tell the hospital staff where you are hurting. Point to the areas that hurt.

Patient Safety

Billings Clinic's "Call, Don't Fall" Campaign

At Billings Clinic we have a campaign to help keep our patients safe from falls and fall-related injuries. As a patient, you will see some of the precautions that we have in place to keep you safe. **We may use a chair or bed alarm to remind you to call for your nurse as a safety precaution before attempting to get up.** It is every person's responsibility to help protect you, the patient. That is why we also work to educate the patient and family regarding their responsibilities. Often patients have lines that are connected, new medications that can disrupt balance, or increased weakness due to illness. **If your health care team suggests that you use your call light, please wait for staff assistance.**

Patient Identification Process

To ensure your safety and for proper identification of our patients, we will ask you your full name and date of birth and **will** verify your name band whenever we give you medications, draw blood for lab tests or take you to a procedure.

Medication Reconciliation and Safety

For your safety, every time you are a patient with us, we will ask you what prescription medications, over-the-counter medications, vitamins and herbal medications you are currently taking. An accurate medication list will help us take better care of you. Prior to your leaving, you will receive a new, updated list of all the medications you should be taking while at home. This list should be carried with you and communicated to your pharmacist and your physician(s).

Help us provide safe care and take an active role in medication safety during your hospitalization. Here are some things that you should do to prevent medication errors during your hospitalization.

1. **Share your medication list**

   Bring your updated/current medication list. Make sure that your medication list is accurate. It should include prescription medications, over-the-counter products, herbal and dietary supplements. While you are in the hospital, you may not need the same medications. The hospital will provide you with the medications that you need.

2. **Discuss allergies and the type of reaction you have**

   Inform nurses and doctors of any allergies that you have, including allergies to food, latex, intravenous dyes, and any medications. It is a good idea to keep a list of your allergies with your medication list along with the type of reactions when exposed to the substance.

3. **Discuss alcohol and other substance use**

   As a part of your health history, your doctor and nurse will ask you if you drink alcohol or use any illegal or prescription drugs that have not been prescribed to you. It is important to be honest, because alcohol and other drugs may interfere with medications you will be getting or change the way you respond to them. This information is protected by HIPPA.

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4. **Learn about new medications**

   Ask your doctor or nurse about each medication you are receiving in the hospital and why you need it.

5. **Review your discharge instructions**

   An updated medication list will be sent home with you at discharge. Compare the list to the medications you took prior to the hospitalization. Discuss any new prescriptions or changes in your medications with your doctor and nurse. Make sure that you understand your new medication list. Ask questions. Don't be embarrassed if you need more explanation. It is important to understand your medications and how to take them at home.

Hand Washing Expectations (Caregivers and Family)

Hand hygiene (washing of hands) will occur before and after a caregiver attends to you. Caregivers will either perform a soap and water hand wash or will use an alcohol-based hand sanitizer before and after caring for you. Visitors/family should wash their hands or use the alcohol-based hand sanitizer before entering and exiting the room. As a patient, keeping your hands cleaned/sanitized is an additional way to enhance healing and prevent spread of infection.

Hand Washing Procedure

A. Hand Wash

- Wet hands
- Apply soap
- Rub hands together for 15 seconds, creating a lather
- Rinse with fingertips pointed down

Alcohol Hand Rubs

B. Hand Antiseptic

- Apply two squirts of antiseptic solution to visibly clean hands
- Rub solution on all surfaces of hands until product is dry

For questions, please contact your health care worker or physician.



Patient's Active Involvement

Our goals at Billings Clinic are to make sure our patients and family members know how to report concerns regarding care, treatment, services and patient safety.

Condition H (Condition Help)

Billings Clinic is dedicated to providing outstanding and complete patient care. You are a vital part of the health care team, and we invite you to take an active role in your care or your loved one's care.

What is Condition H?

Condition H was created to give patients and family members an additional resource to obtain assistance with a concern.

When to report Condition H?

- If there is a serious change in the patient's condition or there is an emergency situation that is not being addressed.
- If after speaking with a member of the health care team, there continues to be serious concerns about the patient's condition.

How to report Condition H?
Call extension 4300

The call center agent will ask for caller identification, room number, patient name, and concern. Additional questions will be asked to determine the appropriate response.

The organization encourages patients and their families to report concerns about patient safety issues:

- Patients and families are actively involved in the plan of care by participating in Bedside Report
- By actively asking patients about any concerns
- Patients and families are provided the opportunity to express written and verbal concerns, complaints or grievances

Patient Rights and Responsibilities

Patient Rights

Quality of Care

- Care which recognizes and maintains your dignity and value.
- A safe care setting
- Care provided by competent personnel

- To know the identity and professional status of your caregivers
- Pastoral and/or spiritual support
- Interpreters and/or special equipment to assist language needs
- Information about care options that are available after discharge

Confidentiality and Privacy

- Personal privacy within the law
  - You will be provided a paper with a passcode. You may choose to give this passcode to your family/friends for an update during your stay.
- Confidentiality of your medical and billing records

Decision Making

- To receive all medical information regarding health status including alternatives and risks
- To help plan your care, treatment and discharge
- To participate in decisions about your care
- To give informed consent prior to the start of any tests, surgery, procedure or treatment
- To request a second opinion
- To create advance medical directives and to have the intent of such directives honored to the extent permitted by law
- To accept, refuse or withdraw from clinical research
- To choose or change your health care provider
- To have a family member/friend and your doctor notified when you are admitted to the hospital

Access to Medical Records

- To ask to review your medical records with your health care provider and to have the information explained and interpreted within a reasonable timeframe
- To request a copy of your medical records. For more information on how to request a copy of your medical records, please visit **billingsclinic.com/patients-visitors/medical-records/**
- You may also access your health information through the patient portal at **billingsclinic.com/patientconnect**

Seclusion and Restraints

- To be free of any sort of restraint unless medically necessary

Grievance Process

- To voice a complaint to your health care provider without fear of reprisal
- To receive a timely response with the results of your complaint
- To request an Ethics Committee consultation and/or participate in ethical discussions, which arise in the course of your care
- To communicate concerns by calling **(406) 238-5771**
- To contact DNV at **1-866-496-9647** or **hospitalcomplaint@dnv.com** for unresolved concerns

Non-Discrimination

Billings Clinic is a not-for-profit health care organization committed to providing care to all persons regardless of race, creed, color, gender, sexual identity or gender expression, age, national origin or disability. We accept persons covered by Medicaid or Medicare and we offer substantial charity care and financial assistance to those in financial need.

As an organization, we are proud to participate in the Healthcare Equality Index, which promotes equitable and inclusive care of lesbian, gay, bisexual, transgender and queer (LGBTQ+) patients and their families. To contact a Care Manager for more information, please call **(406) 238-2877**.

- If this facility provides emergency services, it must not deny those services to a person who needs them but cannot pay for them.
- If you believe you have been discriminated against by Billings Clinic, contact Patient Relations at **238-5771** or the Office for Civil Rights at **(303) 844-2024**, **TDD (303) 844-3439**, or **hhs.gov/ocr**.

Patient Responsibilities

As a patient, you should be actively involved in your health care. Please know that we support you in meeting your responsibilities during your stay, such as:

Sharing Information

- Providing accurate and complete medical information to your health care providers
- Understanding your treatment plan, asking questions, and informing staff when answers are not understandable, or your treatment plan cannot be followed
- Reporting any change in your condition
- Presenting important valuables to hospital staff for safekeeping
- Informing us of Advance Medical Directives

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Involvement

- Participating in your care
- Following the advice of your health care team to the best of your ability
- Accepting the consequences of your decisions if you refuse to follow recommended treatments and instructions

Respect and Consideration

- Respecting the needs, rights and property of other patients, family members and caregivers
- Being mindful of noise levels

Insurance and Billing

- Knowing the extent of your insurance coverage; knowing your insurance requirements such as pre-authorization, deductibles and co-payments
- Calling Patient Financial Services with questions or concerns at **(406) 238-2250**
- Meeting your financial obligations
- A complete explanation of your bill
- To speak with a financial counselor regarding your bill, insurance, co-pays and other means of payment

Important Insurance Information

If you have financial concerns about your surgery, procedure or hospital admission, please contact the Billings Clinic Patient Financial Representatives at **(406) 238-2601**.

About Insurance

Will Billings Clinic bill my insurance for me?

If you are insured and have provided us with your current insurance information, we have already billed your insurance company.

- We allow 30 days from billing for your insurance company to make payment. If your account is not paid in that time, we will ask you for assistance to obtain payment from your insurance company.
- You are responsible for charges not covered by your insurance. Your insurance company can provide you with more information regarding your benefits.

Itemized hospital bills are not automatically mailed to all patients. You may request an itemized copy of your hospital bill by calling **(406) 657-4652** or **1-800-332-7156, ext. 4652**.

Making Payments and Payment Arrangements

Payment for care is due within 30 days from the date that the service becomes your responsibility to pay. Payment options available to you:

- Payment in full – you can pay your bill by cash, check, credit card, debit card, online at **billingsclinic.com/patientconnect** or by providing your checking account information over the phone ("check by phone").
- Financial arrangements if you do not have insurance or have a balance due after your insurance payment.
- Interest free payment arrangements for up to 12 months.
- Bank loans for terms longer than one year.
- Financial assistance may be available for medically necessary services.

What if I don't have insurance?

Patients who are hospitalized at Billings Clinic Hospital and are uninsured will be visited by a financial representative to see if they qualify for Medicaid, Medicare, Disability, Veterans Administration, Crime Victims or Healthy Montana Kids. Those staff are also trained to assist with the Health Insurance Marketplace for future care. Health insurance is not retroactive and will not cover care that has already been provided.

What if I can't pay?

As a charitable organization, Billings Clinic provides medically necessary services free or at a discounted rate to uninsured or underinsured patients who qualify under Billings Clinic's Financial Assistance Program. The program has clear guidelines to determine who qualifies for free or discounted services, depending upon individual financial circumstances. Patients seeking financial assistance must fill out an application to be considered for assistance, which is available at **billingsclinic.com/finassist** or by calling Patient Financial Services.

Common Questions

Will the hospital bill include physician services?

Yes. Billings Clinic bills for all services provided to our patients, including services provided by our emergency room physicians, radiologists, pathologists, surgeons and other specialists. Only the anesthesiologists bill separately.

Will Billings Clinic hold my account if the charges are the result of an injury?

No. Billings Clinic cannot delay charges while liability claims or legal action is pending. Full payment remains the responsibility of the patient. Upon proper authorization, Billings Clinic will make the records available to necessary parties.

I have additional questions. Who should I call?

Call Patient Financial Services at (406) 238-2601 Monday through Friday, 8 am to 5 pm.

If you are denied assistance and believe the determination does not accurately reflect your current situation, you may appeal the decision. To request an appeal, please submit a letter explaining why you feel the determination was not appropriate and include further information and clarification to:

Billings Clinic Patient Financial Services
Department 8227
PO Box 35100
Billings, Montana 59107-5100

Montana Lay Caregiver Act

The Montana Lay Caregiver Act helps family caregivers when their loved ones go to the hospital and as they transition home. It allows a person designated by the patient to assist upon discharge with ongoing care and treatment needs and was designed to help caregivers stay informed when a family member or friend is in the hospital. A lay caregiver is given verbal discharge instructions (by phone or in person) to assist them in providing care at home. The patient consents to the lay caregiver receiving this information.

For additional information about caregiving resources, visit **aarp.org/caregiving**.

To designate a lay caregiver, please contact a member of your care team.

Advance Directives

Advance Care Planning for Every Stage of Life: From Unexpected Accidents to End of Life

In the state of Montana, Advance Directives include:

- **Living Will**, a legal document that tells others how you feel about care intended to sustain life. You can choose to accept or refuse medical care. A Living Will must be signed, dated, and witnessed by two people. For the Living Will to be valid, the health care provider must declare the person to be in a terminal condition or in a condition that (without life sustaining treatment) will result in death within a relatively short time.
- **Durable Power of Attorney for Health Care (DPOA)**, a written document that names your health care proxy. Your proxy is someone you trust to make health decisions if you are unable to do so.
- **Five Wishes**, a helpful and user-friendly Advance Directive health care document that combines a Living Will, DPOA for Health Care, and addresses matters of comfort and spirituality.
- **POLST**, a physician order intended for anyone with an advanced life-limiting illness and is recommended in addition to a Living Will and Durable Power of Attorney.

If you have questions about Advanced Directives, please contact a member of your care team.

Organ and Tissue Donation

Many people do not think about their own death and do not plan for organ or tissue donation. Montana residents may express their wish to donate organs on their driver's license, which enters them into a state donor registry. A listing in the donor registry is legal consent for donation per Montana legislation. No additional consent is required from family members.

Federal and state laws require that hospitals offer organ and tissue donation as an option when it is appropriate. Your physician or a Billings Clinic representative can talk to you about organ donation following the death of your loved one. Although it is a difficult time for you and your family, be assured that any decision you make will be understood and supported.

Language Interpretation

If you or your family member is in the need of either an interpreter for sign or foreign language, please call **657-4760**, and our staffing office or Administrator on Duty can make the necessary contacts to provide you with this service.

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To get an interpreter, please call or have your nurse call **657-4760**. We will have one sent to you as soon as possible.

Para conseguir a un interprete por favor, o tenga su llamada **657-4760** de la enfermeta. Tendremos uno enviado a usted cuanto antes. (Spanish)

Si vous avez besoin d'un interprète français, veuillez appeler (ou bien demandez à votre infirmière d'appeler) le numéro **657-4760**, et nous vous enverra quelqu'un dès que possible. (French)

Um einen Interpret zu erhalten benennen Sie bitte oder haven Sie lhren Krankenschwesteranruf **657-4760**. Wir haben ein so bald wie moglich geschickt lhnen. (German)

Care Management and Social Work Services

Billings Clinic patients, families, and significant others are eligible for RN Care Management and Social Worker services.

The range of services includes:

1. **Discharge planning for patients**
2. **Information, referral, and coordination with community agencies**
3. **Brief counseling regarding coping with illness and disability**
4. **Referral of suspected abuse, neglect, exploitation to the Department of Public Health and Human Services**
5. **Crisis intervention**
6. **Information and counseling on Advance Medical Directives**
7. **Patient advocacy**
8. **Consultation and education to the health care team so that we can better assist with your medical and financial concerns**
9. **Pre-certification and authorization of care for inpatient/outpatient surgeries, procedures, and emergent hospitalization**

Support Groups and Professional Counseling

Billings Clinic offers a variety of support groups. Please ask your nurse or social worker for more information.

Palliative Care is Supportive Care

Supportive and Palliative Care is specialized medical care for people with serious or chronic illnesses. It is appropriate for any age, and at any stage of the illness and is focused on providing patients with relief from the symptoms, pain, and stress – whatever the diagnosis. The goal is to improve quality of life for both the patient and the family or patient-selected representative.

Billings Clinic Supportive and Palliative Care is provided by a team of doctors, nurses, and other specialists who facilitate communication with the patient's health care team, the patient, and their family. The team offers support and assistance with the patient's goals of care and provides an additional layer of guidance.

We are here to help whenever there is a need and take the well-being of the whole person into consideration. Because every person's situation is unique, the care offered is tailored to fit the individual's needs and can include professional mental health counseling for the patient and those supporting them.

Our team utilizes a variety of resources to provide this support including:

- Physical wellbeing
- Spiritual care
- Financial guidance
- Mental health services

Billings Clinic Supportive and Palliative Care services are offered in our outpatient clinic, the hospital's inpatient setting, or our Cancer Center. If you or someone you know would benefit from a Supportive and Palliative Care consultation, please discuss this with your provider, nurse or care manager and ask about how to receive these services.

Pastoral Care Services

If you are a patient or a family member or friend of a patient, you may be going through a difficult time right now. Chaplains in our Pastoral Care Department are here to be as helpful and supportive as possible to you. No matter what your faith, you are welcome to call on them.

Chaplains seek to contribute to your healing in many ways. The care of a chaplain may involve:

- Spiritual and emotional care to help you and your family cope with illness

- Support through trauma or emergencies
- Sharing prayer, scripture, and sacraments
- Visitation before surgery for spiritual and emotional support
- Help in grief and loss
- Assistance in connecting you with spiritual care resources important to you
- Sharing joy over good news
- Compassionate caring and listening
- Accommodation of cultural spiritual practices when possible

If you would like to contact a chaplain, please ask your nurse to assist you in arranging a visit or call the hospital operator (press '0' on your telephone) and ask to be connected to the chaplain who is on-call.

If you are interested in a Bible or other spiritual resources, please call **(406) 657-4747**.

Deaconess Chapel is in the first-floor atrium of the hospital across from the pharmacy. The chapel is always open and is:

- A place where people of all faiths can pray and meditate
- A sanctuary to refresh the heart and mind
- A gathering place for worship
- A source of sacred scripture as well as helpful information on a variety of concerns



Visiting Billings Clinic

Visiting Hours: 8 am to 8 pm
Billings Clinic reserves the right to restrict visitation as warranted for patient safety.

Patient Directory

If you choose to be NOT LISTED or a DO NOT REPORT in our patient directory:

Callers or visitors requesting information about a patient who chooses not to be listed in the patient directory will be informed that the patient's name does not appear in our published patient directory. Telephone calls will not be transferred to the patient's room, delivery of flowers or mail cannot be accepted, and the patient's name will not appear on our roster for clergy visits.

Parking/Valet Service

For your convenience, we have valet parking service for the hospital from 8 am to 3:30 pm Monday through Friday. If you would like to access this service, please pull up to the Hospital entrance located at 2800 Tenth Avenue North.

Deaconess Healing Garden

The Deaconess Healing Garden, located north of the hospital between the Emergency & Trauma Center and the Family Birth Center, preserves and honors the rich heritage of the Deaconess name and provides a park-like setting for patients and guests to visit for meditation and relaxation.

Shops – Services Available

Atrium Pharmacy

Open 24 hours a day, seven days a week. **(406) 238-2084** or **1-800-332-7156, ext 2084**. Located at the south entrance of the hospital atrium.

Billings Clinic Gift Shop

Offers an array of unique gifts, fresh flowers, cards, balloons and more. Located in the North Atrium of the hospital. Open 9 am to 5 pm Monday-Friday. **(406) 657-4028**

Home Oxygen and Medical Equipment

Located at 1050 S. 25th Street West, Billings, MT. Available 24 hours a day for oxygen/equipment needs. Open 8 am to 5 pm Monday-Saturday. **(406) 657-4999** or **1-800-332-7156**

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Automated Teller Machine

Billings Clinic has one automated teller machine (ATM) located near the hospital cafeteria. It is available for use 24 hours a day.

Food Services

Hospital Cafeteria

Located on the first floor of the hospital. Hours of operation are 6 am to 9 pm, seven days a week.

Commons Café

Located in the Commons area of the Clinic. Hours of operation are 6:30 am to 4:30 pm Monday - Friday with Soup and Kitchen closed at 3 pm.

Vending Machines are located near the hospital cafeteria.

Wi-Fi Wireless Internet Access

Wi-fi is available in specific areas of the hospital and hospital rooms. To access Wi-Fi:

- On your phone or device – go to settings – click on Wi-Fi
- Log into Billings Clinic Guest Network – which will display as **BillingsClinicGuest**

CaringBridge

Billings Clinic partners with CaringBridge to make communication easier, so patients and families can stay in touch with loved ones. CaringBridge is a free, easy-to-use patient website that helps family members and friends stay informed during important life events such as medical treatment, childbirth, rehabilitation, or end-of-life care.

CaringBridge website authors can quickly and easily create a personalized website that displays journal entries and photographs that can be updated as often as the author wishes. Family members and friends who are given access to the secured site visit the site to read updates and leave messages in the patient's online guest book.

You can find out more about CaringBridge at **billingsclinic.com/caringbridge**.

Volunteers

Billings Clinic's volunteer department plays a vital role in our mission.

If you are interested in becoming a volunteer or for more information, please visit our website at **billingsclinic.com/careers/volunteers/**

Frequently Used Telephone Numbers

Appointments .....(406) 238-2501
Atrium Pharmacy .....(406) 238-2084
Billing .....(406) 238-2250
Main Hospital Line.....(406) 238-2500
HealthLine (health questions).....(406) 255-8400
Hearing Center.....(406) 238-2440
Home Oxygen and Medical Equipment.....(406) 657-4999
Medical Records.....(406) 657-4180
Pastoral Care .....(406) 657-4747
Patient Complaints.....(406) 238-5771
Security .....(406) 238-1569
Simply Splendid Gift Shop.....(406) 657-4028
Toll-free Main Hospital Line.....1-800-332-7156

Area Lodging

(All of these are very close to our facility.)

Riversage
Billings Inn .....(406) 252-6800 or 1-800-231-7782
880 North 29th Street, Billings

Hilltop Inn.....(406) 245-5000
1116 North 28th Street, Billings

Cherry Tree.....(406) 252-5603
823 North Broadway, Billings, MT

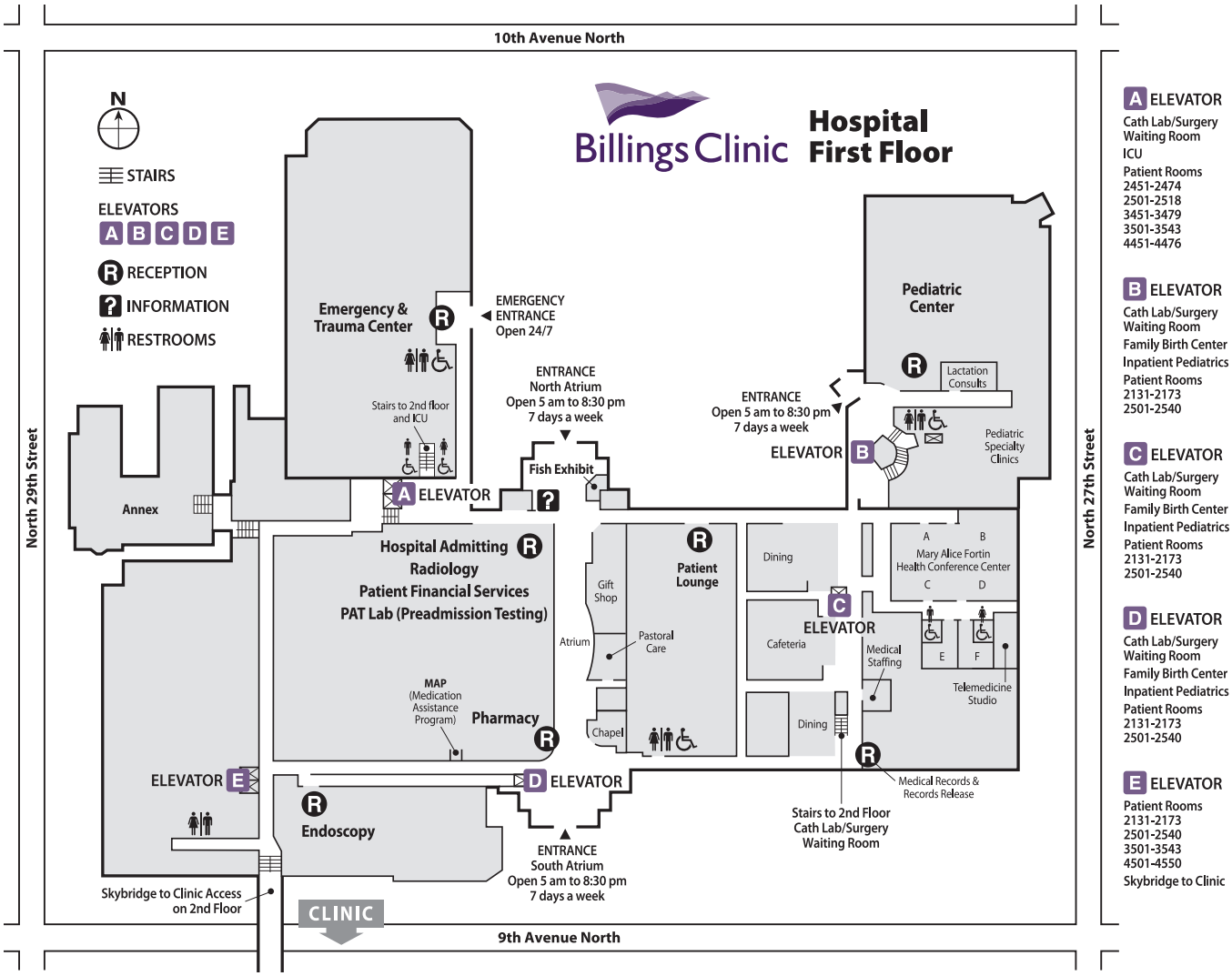
Home2Suites.....(406) 252-2255
2611 27th Avenue North, Billings MT

Some of these facilities may offer a medical discount for those visiting people in the hospital.



Notes

Campus Maps

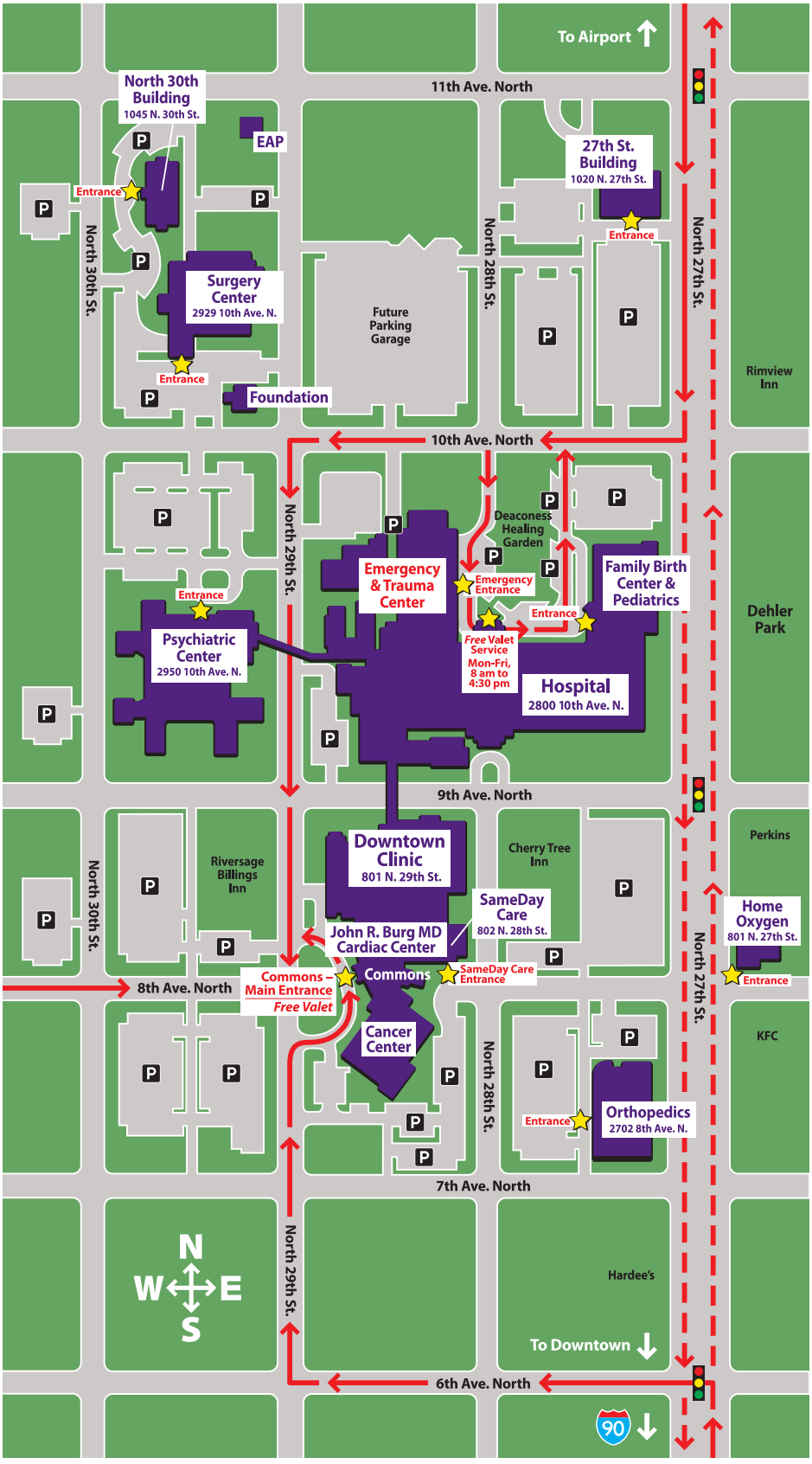

10th Avenue North
9th Avenue North
North 29th Street
North 27th Street
N
STAIRS
ELEVATORS A B C D E
RECEPTION
INFORMATION
RESTROOMS
Billings Clinic
Hospital First Floor
Emergency & Trauma Center
EMERGENCY ENTRANCE Open 24/7
Stairs to 2nd floor and ICU
ENTRANCE North Atrium Open 5 am to 8:30 pm 7 days a week
Fish Exhibit
A ELEVATOR
Annex
Hospital Admitting
Radiology
Patient Financial Services
PAT Lab (Preadmission Testing)
MAP (Medication Assistance Program)
Pharmacy
Gift Shop
Patient Lounge
Atrium
Pastoral Care
Chapel
Dining
Cafeteria
C ELEVATOR
Medical Staffing
Mary Alice Fortin Health Conference Center
A B C D E F
Telemedicine Studio
Medical Records & Records Release
Stairs to 2nd Floor Cath Lab/Surgery Waiting Room
ENTRANCE Open 5 am to 8:30 pm 7 days a week
ELEVATOR B
Pediatric Center
Lactation Consults
Pediatric Specialty Clinics
ELEVATOR E
D ELEVATOR
Endoscopy
ENTRANCE South Atrium Open 5 am to 8:30 pm 7 days a week
Skybridge to Clinic Access on 2nd Floor
CLINIC
A ELEVATOR
Cath Lab/Surgery Waiting Room
ICU
Patient Rooms
2451-2474
2501-2518
3451-3479
3501-3543
4451-4476
B ELEVATOR
Cath Lab/Surgery Waiting Room
Family Birth Center
Inpatient Pediatrics
Patient Rooms
2131-2173
2501-2540
C ELEVATOR
Cath Lab/Surgery Waiting Room
Family Birth Center
Inpatient Pediatrics
Patient Rooms
2131-2173
2501-2540
D ELEVATOR
Cath Lab/Surgery Waiting Room
Family Birth Center
Inpatient Pediatrics
Patient Rooms
2131-2173
2501-2540
E ELEVATOR
Patient Rooms
2131-2173
2501-2540
3501-3543
4501-4550
Skybridge to Clinic

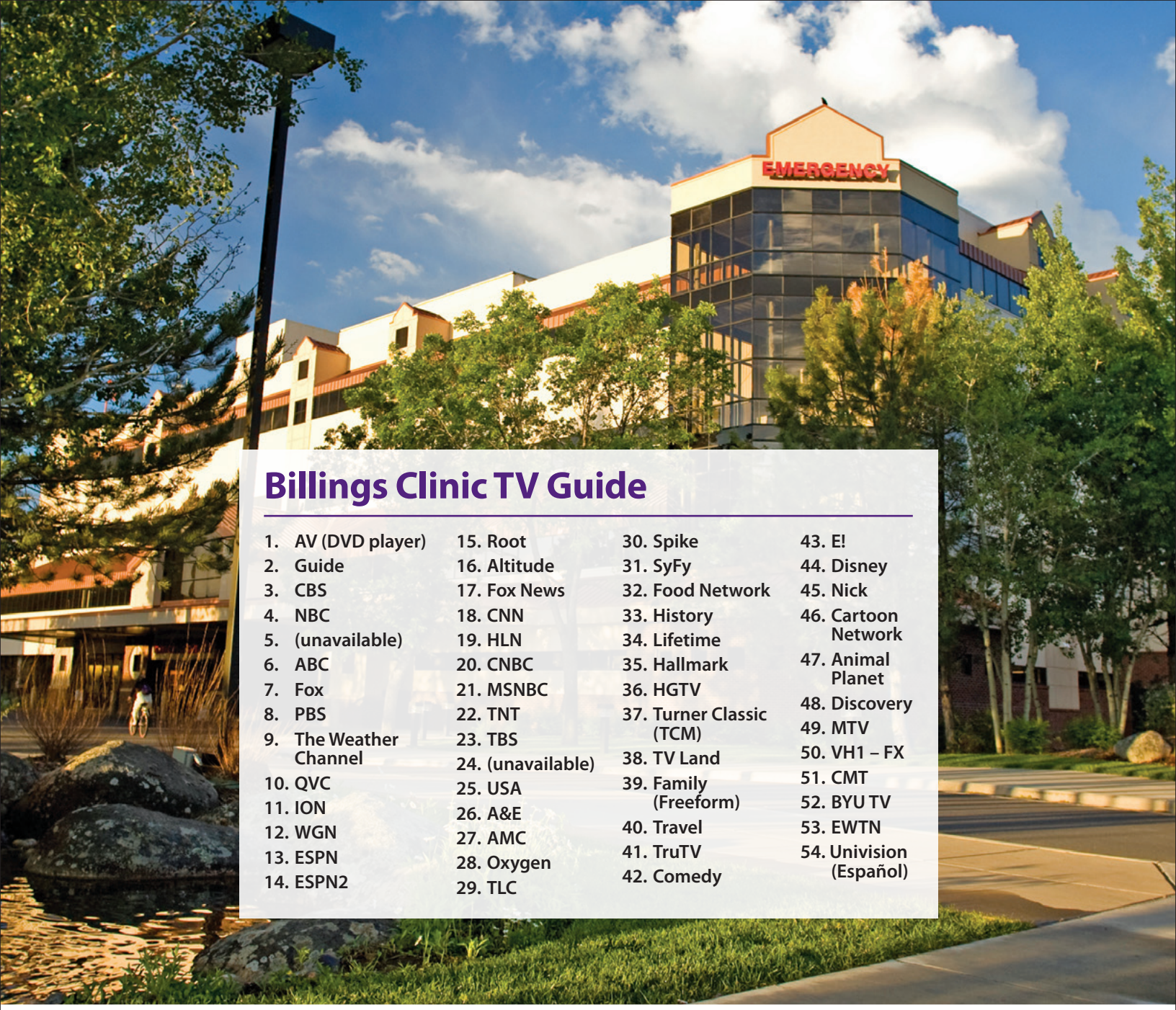

Billings Clinic
EMERGENCY

Billings Clinic

Downtown Campus

P = PARKING





Billings Clinic TV Guide

1. AV (DVD player)
2. Guide
3. CBS
4. NBC
5. (unavailable)
6. ABC
7. Fox
8. PBS
9. The Weather Channel
10. QVC
11. ION
12. WGN
13. ESPN
14. ESPN2
15. Root
16. Altitude
17. Fox News
18. CNN
19. HLN
20. CNBC
21. MSNBC
22. TNT
23. TBS
24. (unavailable)
25. USA
26. A&E
27. AMC
28. Oxygen
29. TLC
30. Spike
31. SyFy
32. Food Network
33. History
34. Lifetime
35. Hallmark
36. HGTV
37. Turner Classic (TCM)
38. TV Land
39. Family (Freeform)
40. Travel
41. TruTV
42. Comedy
43. E!
44. Disney
45. Nick
46. Cartoon Network
47. Animal Planet
48. Discovery
49. MTV
50. VH1 – FX
51. CMT
52. BYU TV
53. EWTN
54. Univision (Español)

Billings Clinic

2800 Tenth Avenue North
Billings, Montana 59101
238-2500 or 1-800-332-7156
billingsclinic.com

MAYO CLINIC CARE NETWORK
Member

Patient Guide
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