WE BELIEVE IN  
THE POWER OF PRAYER®

OUR MISSION:  
THROUGH OUR EXCEPTIONAL HEALTH CARE SERVICES, 
WE REVEAL THE HEALING PRESENCE OF GOD.

WELCOME TO ST. ANTHONY

We’re delighted to have you as a patient and are committed to providing you with the best possible medical care. St. Anthony's commitment to excellence has been recognized with the Oklahoma Quality Award for Excellence, by The Joint Commission, and the satisfaction of patients like you.

At St. Anthony, we strive to be the hospital you are willing to recommend to your family and friends, so if there is anything we can do to make your stay more pleasant, please do not hesitate to let us know.

Your feedback is very valuable to us. At the completion of your treatment, you will receive a survey in the mail. As we make every effort to be one of the top-rated hospitals in the nation, we ask you to please take a few moments to tell us about your stay.

Again, thank you for making St. Anthony your hospital of choice.

Sincerely,

Joe M. Hodges  
President
As a patient you are a key member of your Health Care Team and have the right to:

**RECEIVE** quality, safe care within the range of services that the hospital provides.

**RECEIVE** care and have visitation privileges without being discriminated against because of age, race, color, national origin, language, religion, culture, disability, sex, gender identity or expression, sexual orientation, or ability to pay.

**BE INFORMED** of the hospital’s policies about your rights and health care.

**BE TREATED** with respect and dignity and be protected from abuse, neglect and harassment.

**KNOW THE NAMES** and roles of hospital staff caring for you.

**CHOOSE** who can and cannot visit you, without regard to legal relationship, race, color, national origin, religion, sex, sexual orientation, gender identity or disability. You may withdraw or deny consent for visitation at any time.

**HAVE A FAMILY MEMBER**, support person, or other individual be present with you for emotional support during the course of your stay, unless the individual’s presence infringes on others’ rights, safety, or is medically or therapeutically contraindicated.
**PATIENT RIGHTS**

**HAVE A FAMILY MEMBER**, support person, or other individual of your choice and your own physician notified promptly of your admission to the hospital.

**BE INFORMED** about your health problems, treatment options, and likely outcomes so you can take part in developing, implementing and revising your plan of care and discharge planning. Discharge planning includes deciding about care options, choice of agencies or need to transfer to another facility.

**HAVE INFORMATION** about the outcome of your care, including unanticipated outcomes.

**REQUEST**, accept and/or refuse care, treatment or services as allowed by hospital policy and the law.

**TO ASK** for a change of care provider or a second opinion.

**HAVE INFORMATION** provided to you in a manner that meets your needs and is tailored to your age, language, and ability to understand.

**HAVE ACCESS** to an interpreter and/or translation services to help you understand medical and financial information.

**HAVE YOUR PAIN ASSESSED** and managed.

**HAVE PRIVACY** and confidentiality when you are receiving care.

**PRACTICE** and seek advice about your cultural, spiritual and ethical beliefs, as long as this does not interfere with the well being of others.

**REQUEST** Spiritual Services.

**REQUEST A CONSULT** from the Ethics Committee to help you work through tough decisions about your care.

**CONSENT OR REFUSE** to take part in research studies as well as recordings, films or other images made for external use.

**BE FREE** from seclusion or restraints unless medically necessary or needed to keep you or others safe.

**HAVE A SAFE** environment, including zero tolerance for violence and the right to keep and use your clothes and personal items in a reasonably protected environment.

**TAKE PART** in decisions about restricting visitors, mail or phone calls, as needed for your care and safety.

**RECEIVE** protective oversight while a patient in the hospital, and to receive a list of patient advocacy services (such as protective services, guardianship, etc.).

**HAVE AN ADVANCE DIRECTIVE** (health care directive, durable power of attorney for health care, or living will) that:

- States your wishes and values for health care decisions when you cannot speak for yourself
- Receive compassionate care at the end of life.

**DONATE**, request or refuse organ and tissue donations.

**REVIEW** your medical record and receive answers to questions you may have about it. You may request amendments to your record and may request information on who has received your record. You may obtain copies of your record at a fair cost in a reasonable time frame.

**HAVE YOUR RECORDS** kept confidential. They will only be shared with your caregivers and those who can legally see them.

**RECEIVE** a copy of and details about your bill.

**ASK ABOUT** and be informed of business relationships among payors, hospitals, educational institutions, and other health care providers that may affect your care.

**KNOW** the hospital’s grievance process and share a concern or grievance about your care either verbally or in writing and receive a timely notice of the resolution. If you have a grievance or concern, you may voice a concern directly to an employee personally or by telephone. The employee will listen to your concerns, and your concerns will be addressed as soon as possible. If you are uncomfortable voicing your concerns in person, the hospital has a dedicated phone line for you to voice any concerns you may have about any aspect of your visit. Call 405.272.7274 for the customer hotline.

Written comments or concerns about any aspect of your stay can be sent via email and addressed to any of the following:

Joe Hodges, President, St. Anthony Hospital
1000 N. Lee Avenue, P. O. Box 205
Oklahoma City, OK 73101

You also have a right to present concerns to the:

Oklahoma State Health Department
Attention: Medical Facilities Dept.
1000 NE 10th Street
Oklahoma City, OK 73104
405.271.6576
PATIENT RIGHTS

The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL  60181
Email: complaint@jcaho.org
Fax: 1.800.994.6610

Oklahoma Foundation for Medical Quality (OFMQ)
14000 Quail Springs Parkway #400
Oklahoma City, OK  73134
405.840.2891

Please feel free to contact St. Anthony Hospital, as we strive to provide exceptional health care services. Your feedback will assist us with improving care to you and other patients.

BEHAVIORAL MEDICINE
MEDICAL EMERGENCIES

You have the right to be informed about policies and procedures regarding the handling of medical emergencies in our behavioral medicine settings.

When a medical emergency arises at any location that cannot be treated by available staff, 911 will be contacted and arrangements for needed medical treatment will be made.

SPEAK UP

To prevent health care errors, you are urged to SPEAK UP.

S
Speak up if you have questions or concerns, and if you don't understand, ask again.

P
Pay attention to the care you are receiving. Make sure you're getting the right treatments and medications by the right health care professionals.

E
Educate yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan.

A
Ask a trusted family member or friend to be your advocate.

K
Know what medications you take and why you take them.

U
Use an accredited health care organization.

P
Participate in all decisions about your treatment.

Source: "Speak Up" brochure; The Joint Commission.

INFECTION CONTROL

St. Anthony Hospital provides patients with information regarding infection control measures including hand hygiene practices, respiratory hygiene practices, and contact precautions according to the patient’s condition.

Here are six easy things you can do to fight the spread of infection:

• Clean your hands with soap and water or with alcohol-based hand sanitizer before touching or eating food, after using the bathroom, before visiting someone who is ill, etc.

• Make sure your health care providers clean their hands. If you do not see them wash their hands or apply the alcohol-based hand sanitizer, ask them. Health care providers should also wear clean gloves for tasks such as drawing blood, touching wounds or body fluids, or examining your mouth or private parts. Don't be afraid to ask them if they should wear gloves.

• Cover your mouth and nose when you sneeze or cough. Many diseases are spread through sneezes and coughs. Use a tissue, or if you don't have a tissue, cover your mouth and nose with your sleeve. If you use your hands, clean them immediately.

• If you are sick, avoid close contact with others.

• Don't shake hands or touch others.

• Get shots to avoid disease and fight the spread of infection. Make sure vaccinations are current.

Patients who are infected (or colonized) with antibiotic-resistant germs such as MRSA (methicillin-resistant Staph. aureus) are placed in Contact Precautions. This is to prevent the spread of these organisms to others. Health care providers will wear gowns and gloves into your room and use hand hygiene. An information sheet and/or pamphlet describing these germs and the precautions to prevent spread of these organisms will be provided to patients in Contact Precautions.

MEASURES TO PREVENT ADVERSE SURGERY EVENTS

For patients undergoing surgery, the hospital takes numerous measures in order to prevent adverse events in surgery as well as following your procedure. These may include, but are not limited to, patient identification practices, prevention of surgical infections, and marking of the surgical sites. We want to ensure the patient’s and family members’ understanding of the information that we provide, and we will attempt to evaluate and document the response to and understanding of the information provided. A few of the ways that we address prevention of adverse events associated with surgical procedures are as follows:

Read the Informed Consent form carefully. It lists your name, the kind of surgery you will have, and some of the potential risks of your surgery. Your signature indicates that you have talked to your doctor about the surgery and had an opportunity to ask questions; it indicates that you agree to have the surgery. You need to be certain that...
everything on the form is correct and that all of your questions have been answered.

If you do not understand something on the form then please, SPEAK UP.

For your safety, the staff may ask you the same question many times. They will ask: who you are; what kind of surgery you are having; the specific part of your body to be operated on and they will double check the records from your doctor’s office. This does not mean that they are confused or uncertain why you are there or what you are having done. It is simply a re-verification process that all is in order and that the treatment team and the patient are fully aware of what is scheduled to take place.

Before your surgery, the doctor or another health care professional will mark the spot on your body to be operated on. Make sure that they mark only the correct part and nowhere else. This helps avoid mistakes. Marking usually happens when you are awake. Sometimes you cannot be awake for the marking. If this happens, a family member or friend or another health care worker can watch the marking. They can make sure that your correct body part is marked. Your neck, upper back or lower back will be marked if you are having spine surgery. The surgeon will check the exact place on your spine in the operating room after you are asleep. It is our practice to take a time out just before your surgery. This is done to make sure we are doing the right surgery on the right body part and on the right person.

Measures are taken in effort to prevent infections and other complications. Doctors, nurses and other care providers must utilize adequate hand hygiene, clip hair rather than shave it for many procedures, and, when appropriate, administer a carefully selected antibiotic just before the beginning of your procedure and take precautions against deep vein thrombosis.

After your surgery, talk to your doctor or nurse about your pain. Be certain that your pain is relieved by taking the medication as prescribed.

You and/or your family member, support person, or other designated individual (if acting on your behalf) have the responsibility to:

PROVIDE correct and complete information about yourself and your health, including present complaints, past health problems and hospital visits, medications you have taken and are taking (including prescriptions, over-the-counter and herbal medicines), and any other information you think your care givers need to know.
PATIENT RESPONSIBILITIES

SPEAK UP and share your views about your care/service needs and expectations, including your pain needs and any perceived risk or safety issues.

PROVIDE correct and complete information about your Advance Directive if you have one and provide a current copy.

FOLLOW your agreed-upon care plan and report any unexpected changes in your condition to your doctor.

ASK QUESTIONS when you do not understand your care, treatment, and services or what you are expected to do. Express any concerns about your ability to follow your proposed care plan or course of care, treatment, and services.

ACCEPT consequences for the outcomes if you do not follow the care, treatment, and service plan.

FOLLOW all hospital rules and regulations, including respecting property and helping control noise.

LEAVE your valuables at home, have your family members take them home, or have them placed in Security until you are discharged. Respect the rights, property, privacy, dignity, and confidentiality of patients and others in the hospital.

RESPECT hospital staff without regard to age, race, color, national origin, language, religion, culture, disability, sex, gender identity or expression, or sexual orientation. Keep our environment tobacco-free. You may not use any tobacco products while inside or outside this healthcare facility.

KEEP a safe environment free of drugs, alcohol, weapons and violence of any kind, including verbal intimidation.

PROVIDE correct and complete information about your financial situation as best you can and promptly meet any financial obligations agreed to with the hospital.

For more information about your Patient Rights and Responsibilities, please call 405.272.6766 during business hours. After business hours, call 405.272.6026.

RESOURCES TO BECOME TOBACCO FREE
St. Anthony Hospital is dedicated to providing the resources you need to become tobacco free. That’s why we’ve partnered with the American Lung Association to bring you an eight week Freedom from Smoking® program.
At St. Anthony, we understand that no two smokers are alike, so we’ll help you develop an individual quitting plan that will work for you. We don’t ask you to quit the first day. Instead we give you the tools you need to prepare yourself for a quitting day a few weeks into the program, making relapse less likely. The eight week group sessions are led by a trained smoking cessation coordinator who understands how hard quitting smoking really is. 'The Freedom from Smoking' program at St. Anthony uses a positive behavior change that shows you how to become a nonsmoker. Research has shown that the more time a smoker spends in a supportive situation, the more likely he or she is to succeed.

We'll give you plenty of tools to make sure you stay smoke free forever. We'll talk about controlling your weight, managing your stress and resisting the urge to light up again.

St. Anthony schedules classes in advance, so you can decide when you’re ready to quit and mark it on your calendar. Courses cost $30. Call 405.231.8866 for specific class information and to register for the class that best fits your schedule.

Currently, 1 in 4 Americans smoke cigarettes. Most people think that smoking harms only a person’s lungs. The truth is, smoking causes damage to almost every organ in the body. Smoking is linked to 10 different types of cancer, including cancer of the lung, liver, larynx, oral cavity, throat and esophagus. 435,000 Americans die annually as a result of smoking.

Many people think the damage has already been done to their body; therefore, it’s too late to quit smoking.

It’s Not Too Late

After quitting smoking there are immediate changes.

- Within 24 hours chances of heart attack decrease
- Within 48 hours mucus begins to clear from the lungs
- Within 3 months lung function increases up to as much as thirty percent
- Within 9 months coughing, sinus congestion and shortness of breath all decrease
- Within 1 year risk of coronary heart disease is half that of a smoker
- Within 5 years lung cancer death rate decreases by half
- Within 10 years lung cancer death rate is equivalent to that of a non-smoker

Why It Works

At St. Anthony, we understand that no two smokers are alike, so we’ll help you develop an individual quitting plan that will work for you. We don’t ask you to quit the first day. Instead we give you the tools you need to prepare yourself for a quitting day a few weeks into the program, making relapse less likely. The eight week group sessions are led by a trained smoking cessation coordinator who understands how hard quitting smoking really is. ‘The Freedom from Smoking’ program at St. Anthony uses a positive behavior change that shows you how to become a nonsmoker. Research has shown that the more time a smoker spends in a supportive situation, the more likely he or she is to succeed.

After you Quit

We’ll give you plenty of tools to make sure you stay smoke free forever. We’ll talk about controlling your weight, managing your stress and resisting the urge to light up again.

Make a Decision to Quit

St. Anthony schedules classes in advance, so you can decide when you’re ready to quit and mark it on your calendar. Courses cost $30. Call 405.231.8866 for specific class information and to register for the class that best fits your schedule.

Preventing Fall Injury

Your safety while a patient at St. Anthony Hospital is important to us. Falls can happen anywhere, and often happen within the first few days of being in a hospital. Your health care team at St. Anthony Hospital believes prevention is important. Your nurse will assess your risk for falling and, with your help, take steps to keep you safe.

- Tell your nurse if you have had problems with falls before you came to the hospital
- Keep your call light within reach
- Don’t try to get out of bed with the side rails up
- Use a bathmat for showers
- Wear nonskid shoes or slippers that fit well
- Be sure your clothes don’t drag the floor
- Know where all the light switches are in the room and keep a small light on at night so you can see your way to the bathroom
- Please tell us if something is spilled in your room so it can be cleaned
- Rise slowly from lying or sitting positions
- If you are taking a medication that tends to make you sleepy or dizzy, keep your side rails up and ask for help before trying to get out of bed
- If you get dizzy, stay put and call your nurse
- Tell your nurse if you use things at home to keep you from falling, like a walker, cane, crutches, or wheelchair. You may want to use these items while you are here.

Patient Responsibilities

Discharge Planning

In order to smooth the transition when you leave the hospital, your discharge planning begins when you enter the care setting. You and your nurse will begin the discharge planning process during the initial assessment and it will be adjusted, as needed, throughout your stay.

As early as possible during your hospitalization, please notify your nurse of any barriers or special needs related to your care after discharge from the hospital. This will ensure that the appropriate members of the multidisciplinary team are involved in your care.

Multidisciplinary Discharge Planning Teams meet regularly to assist patients, families, and decision makers in implementing a feasible post discharge plan of care. St. Anthony Hospital offers additional services to assist you with your care after discharge should you or your doctor feel they would be beneficial to your recovery.

Some of these include:
- Home Health
- Physical Therapy
- Inpatient Rehabilitation Center

Please ask to speak with a Case Manager/Social Worker if you would like additional information.

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• Work with us in learning safe ways to move about from place to place

DISCHARGE PLANNING

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Please ask to speak with a Case Manager/Social Worker if you would like additional information.
We have two primary entrances, the West Lee Avenue Entrance and the East Walker Avenue Entrance. Valet parking is available at both entrances and is free to all patients and visitors. We also have two multilevel parking garages and several parking lots, so you should be able to find parking close to the entrance you’ll be using. All St. Anthony parking is free.

Pre-registration
All pre-scheduled St. Anthony patients will be pre-registered by our Patient Service Center whenever possible. You may expect to receive this call from our Patient Service Center in St. Louis. In order to reduce your wait time upon arrival for your services, please be prepared to give your demographic information, social security number and insurance information. Any patient who does not have verifiable health insurance coverage or whose coverage may be inadequate should be prepared to pay their portion upon or prior to admission. To expedite your registration process, you may feel free to call 855.989.6789, Monday – Friday 8 a.m. – 7 p.m. and Saturday 8 a.m. – 4:30 p.m.

Admitting & Registration
For your convenience, we have admitting areas located near both the east and west hospital entrances. Simply report to East Admitting near the East Walker Avenue entrance or to the West Admitting near the West Lee Avenue Entrance, and you’ll find a friendly admitting associate who will help you complete all the necessary paperwork. Remember to bring your photo identification and insurance card! Please call us at 405.231.8963 if your area isn’t listed to the right or you have questions.

PARKING
East Admitting
- Anticoagulation Clinic
- Breast Center
- Endoscopy
- Radiology/Diagnostic
- Frank C. Love Cancer Institute
- Inpatient (other than cardiology & behavioral medicine)
- IV Therapy
- Lab
- Pre-admission Testing
- MR/CT
- Nuclear Medicine
- Pain Management
- PET Scan
- Radiation Therapy
- Sleep Lab
- Surgery, Inpatient & Outpatient
- Transplant
- Ultrasound

West Admitting
- Cardiac Rehab
- Cath Lab
- Echocardiogram/TEE
- EKG
- EMG/EEG
- Heart Station
- Inpatient Cardiology
- Pulmonary Lab
- Radiology/Invasive Radiology

* The Emergency Room and Chest Pain Center are accessible via the ER entrance on 9th Street.

* If you are scheduled for an appointment or are to be admitted at the Breast Center, Frank C. Love Cancer Institute, Behavioral Medicine Center or Joyful Beginnings, please report directly to that area of the hospital.
1-40 Eastbound
Exit Western Ave. North to 10th Street, turn left.

1-40 Westbound
Exit Western Ave. North to 10th Street, turn right.

I-235 Southbound
Exit 10th Street. West to Lee, turn left.

I-235 Northbound
Exit Harrison Ave/Downtown. West to 6th Street, North on Walker to 9th Street, turn left.

First Floor

E: elevator
R: restroom
PATIENT INFORMATION

DISCHARGE INFORMATION
Our mission at St. Anthony Hospital is to provide our patients with the highest quality health care. To accomplish this, we want to ensure that all of your questions are being answered before you are discharged. Please take a minute to answer the following questions:

• Do you understand all the information that you received regarding your discharge?

• Do you have any questions about the discharge process?

Please take a moment prior to your discharge to talk with your nurse about any questions you may have. Refer to your personalized information included in this packet for specific instructions on discharge procedures.

HELPFUL PHONE NUMBERS
To the right is a list of phone numbers which may be helpful during your visit. If you wish to call any of these departments from a phone within St. Anthony Hospital, simply dial the last four digits.

You may place local calls from your room by dialing 9 + the number. Long-distance calls (collect or charged to credit card or home phone) may be placed by dialing 9 + 0 + area code + number being called. After the beep, enter your calling card number or wait for an outside operator to assist you with your call.

Incoming calls to a patient room may be restricted at the patient’s request. Patients can refuse calls coming directly into the room by contacting the hospital operator.

Patient Service Center 855.989.6789
Cafeteria 405.272.6234
Concierge Services 405.272.6277
Financial Counselors 405.272.6978
Foundation 405.272.7070
Gift Shop 405.272.6270
Housekeeping 405.272.7600
Information (Patient Room No.) 405.272.6063
Medical Records 405.272.7076
Operator/Main Number 405.272.7000
Pastoral Care (Chaplain) 405.272.6220
Physician Referral 405.231.8866
Room Service 405.272.6500
Safety & Security (Lost & Found) 405.272.6131
Social Work/Case Management 405.272.6274
Volunteer Services 405.272.6266
PATIENT SERVICE CENTER
Patient Service Center representatives are available to assist you Monday through Friday, 8 a.m. to 7 p.m., and Saturday 9 a.m. to 1 p.m. Please contact your Patient Service Representative by dialing 855.989.6789 during these hours.

CASE MANAGEMENT & SOCIAL SERVICES
As members of your health care team, our Case Managers and Social Workers are here to assist in your care by:
• Communicating with your insurance company
• Assisting with discharge needs as directed by your physician
• Providing information on advance directives/living wills
• Providing community resource information

To contact Case Management, please call 405.272.6274 Monday through Friday, 8:00 a.m. to 5:00 p.m. During the weekend, please contact your nurse.

FREQUENTLY ASKED QUESTIONS
Q. Will St. Anthony file my hospital claim?
A. As a courtesy, we will submit a claim to your insurance. Please be sure that you accurately provide your complete insurance information when you register.

Q. Will you submit secondary insurance claims?
A. Yes, we submit secondary claims on your behalf. Secondary claims are only submitted after your primary claim has completed processing.

Q. Where do I mail payments?
A. St. Anthony Hospital, P.O. Box 305135, St. Louis, MO 63150-5135.
DO NOT SEND CASH IN THE MAIL.

Q. What forms of payments do you accept?
A. Cash, Check, Credit Card (MasterCard, Visa, Discover, American Express).

Q. Can I pay my bill over the telephone?
A. Yes, we accept credit card and electronic checks over the phone. Call 855.989.6789.

Q. Can I pay my bill online?
A. Yes, we accept credit card payments online at saintsok.com. Click on “For Patients.” Online Bill Pay is the last option on the menu.

Q. Can I make payment arrangements?
A. Yes, please contact our Patient Service Center at 855.989.6789 to discuss reasonable payment arrangements.

Q. Why am I to mail my payment to St. Louis?
A. All of our banking and cash posting is now processed by our Corporate Office in St. Louis, Missouri.

In keeping with the mission of St. Anthony Hospital, we are committed to providing caring service to all St. Anthony Hospital patients and their family members. Below is some information that we hope you will find beneficial.

EMERGENCY SERVICES
St. Anthony Hospital will provide emergency outpatient medical services to patients regardless of their ability to pay. Emergency inpatient admission will be determined by the patient’s physician or St. Anthony Emergency Department physicians. Such inpatient services will also be provided regardless of the patient’s ability to pay.

NON-EMERGENCY SERVICES
All patients who do not have the benefit of insurance coverage and are requesting non-emergent services will be offered financial counseling. The financial counselor will assist by offering discounts for prepayment and/or payment arrangements if needed.

SUBMISSION OF HEALTH INSURANCE CLAIMS
As a courtesy to our patients, we will bill your health insurance. However, it is your responsibility to see that your account is paid in full. The filing of claims in no way relieves you of your obligation.

BILLING INFORMATION
It is your responsibility to provide St. Anthony Hospital with all necessary billing information at the time of service.

PATIENT OUT-OF-POCKET EXPENSE
It is your responsibility to pay your out-of-pocket expense (co-pay, co-insurance, deductible) prior to or at the time of service. This payment can be accepted at the time of pre-registration or at registration. Cash, check and all major credit cards are accepted.

PRE-CERTIFICATION OF HEALTH INSURANCE BENEFITS
Pre-certification or pre-authorization may be required by your health insurance plan. It is your responsibility to secure pre-certification prior to receiving services at St. Anthony Hospital. We strongly encourage you to check with your health insurance plan to see if pre-certification is required. If you do not fulfill your health plan’s requirements for pre-certification, your benefits may be reduced.

MEDICARE COVERAGE
If you are covered by Medicare, you will be responsible for your inpatient deductible each benefit period. The amount of your deductible is determined annually by Congress.
You will also be responsible for a 20% co-insurance on outpatient services. If your physician requests services that are not covered by Medicare, you will be responsible for payment of those services. If you have any questions related to Medicare you may call Medicare directly at 800.633.4227 (800-Medicare) or you may speak with St. Anthony Hospital Customer Service at 855.989.6789

ALLOWANCE OF PAYMENT
Your health insurance plans will be allowed an appropriate length of time to pay on an account. Your follow-up with your health insurance plan will assist with payment in a timely manner. Please call 855.989.6789 if you need assistance.

PAYMENT OF ACCOUNT
You will be allowed 30 days from the time of billing to satisfy your financial obligations to St. Anthony Hospital. Accounts not paid within 30 days are delinquent unless other arrangements have been made. Based on your ability to pay, payment plans may be accepted. St. Anthony Hospital is under no obligation to accept payment plans without prior approval. To discuss settlement of your account, you may call the Patient Service Center at 855.989.6789.

UNINSURED OR UNDERINSURED
If you do not have the financial resources to pay for the care provided, please request to see a Financial Counselor. They will assist you with determining if you qualify for full or partial assistance through our charity fund based on the federal government’s current year indigent guidelines. We may also assist you with the application for Medicaid, Worker’s Comp, Disability, or Crime Victims Compensation if appropriate. You will be treated with the same courtesy and respect that all patients at St. Anthony Hospital enjoy and deserve.

COLLECTIONS
Accounts that are not paid timely will be placed for collection with a professional collection agent and/or attorney.

LEGAL ACTION
In the event an account is deemed to be a bad debt, St. Anthony Hospital will initiate whatever legal action is appropriate to assist in collecting the patient’s account.

PHYSICIAN/CONSULTANT CHARGES
Your physician and other consultants involved in your care will bill you separately for their services. These fees will not appear on the bill you receive from the hospital. If you have questions regarding their services, please contact them directly.

FINANCIAL INFORMATION

Questions?
If you have questions or concerns regarding your account with St. Anthony Hospital or you need an itemized statement, please call our Customer Service Department at 855.989.6789

Representatives are available Monday – Friday 8:00 a.m. to 7:00 p.m. and Saturday 9:00 a.m. to 1:00 p.m.
PASTORAL CARE
Pastoral Care staff chaplains are available to minister to people of all faiths. St. Anthony chaplains are here to help support your journey to wellness by offering spiritual guidance and counseling. Your own priest, minister or rabbi is always welcome to visit while you are here.

The Pastoral Care staff can be contacted at 405.272.6220, Monday through Friday, 8:00 a.m. to 4:30 p.m. In the event of an emergency, please dial “0” to reach the hospital operator.

In addition to regular staff chaplain visits, pastoral counseling is provided to patients and their families for crisis care as well as emergency “on-call” pastoral support.

Our hospital chapel is located on the 2nd floor near the west entrance. It is open for worship and prayer to all. Mass is held Monday through Friday at 12 noon, Saturday Vigil at 4:00 p.m., and Sunday and holidays at 10:00 a.m.

VISITORS
We’ve planned ahead for your family and friends. Newly redecorated waiting areas, extended cafeteria hours, an on-site, full service Starbucks and numerous vending machines help make your family and friends more comfortable while visiting.

TOBACCO-FREE CAMPUS
St. Anthony is a totally tobacco free campus. No tobacco use is allowed anywhere on campus grounds. Smoking cessation aids are available for patients. St. Anthony offers an eight-week smoking cessation course for Oklahomans for a minimal charge. For more information, or to sign up for your next class call 405.231.8866.

CAFETERIA
The cafeteria is open daily and is available at the following times:
- Breakfast: 6:15 - 9:30 a.m.
- Lunch: 10:30 a.m. - 1:30 p.m.
- Dinner: 4:30 - 7:00 p.m.
- Late Night: 11:00 p.m. - 2:00 a.m.

ATM (AUTOMATED TELLER MACHINE)
A 24-hour automated teller machine is located on the second floor of the hospital, just south of the main elevators between the cafeteria and the gift shop.

CONCIERGE SERVICES
We want your stay to be as pleasant as possible. For that reason we are pleased to offer our concierge services, Saints at Your Service. We know that a visit to the hospital can be stressful for you and your family. Our goal is to do all we can to reduce that stress by providing convenient services.

Our hosts and hostesses offer assistance with hotel or restaurant reservations, provide maps and directions, and answer questions about businesses, entertainment, and services near St. Anthony or across the metropolitan area. All of these services are offered at no charge. Additionally, St. Anthony established partnerships with area businesses for a variety of services at preferred pricing representing a savings for you, your family and visitors.

Sample Menu of Services:
- Gift Wrapping
- Copy and Fax Services
- Guest Business Center
- Dry Cleaning
- Shoe Shine
- Salon Service
- Auto Detailing, Car Wash and Repair
- Notary

Our goal is to provide exceptional hospitality to you and exceed your expectations, so please don’t hesitate to ask for assistance. We are here at your service. Call 405.272.6277.

FIRST RESPONSE TEAM - DIAL 26
In case of an emergency clinical situation, when nursing or medical staff are not immediately available, Dial 26 for FIRST Response Team.
4. No password is required.
5. Launch your favorite web browser.
6. Read the SSM Health Care Wireless Internet Policy.
7. Click Accept to continue.
8. You will be presented with a Connection Successful page. From here, you may surf the web normally.

For further assistance contact the Support Desk at 405.272.7676.

Didn’t bring your laptop? Computers are available in the Business Center in the 5th Floor Surgery Waiting Area and also in the 2nd Floor Concierge Lounge.

SAINTS PRIORITY RESPONSE
St. Anthony offers Saints Priority Response, a one call number you may use to address services that will ensure your stay, as our patient, to be a comfortable one. At St. Anthony we strive to make your overall hospital experience exceptional.

If you require immediate attention regarding services or amenities in your room, dial 7600. Examples of needs that may be addressed include:
Furnishings & Equipment  
Room Maintenance  
Housekeeping  
Room Temperature  
Linens  
Television or Telephone Service  
Plumbing  
Wheel Chair Transportation  
Room Accommodations  
Overall Suggestions or Concerns

Please use your call light if you need nursing assistance with medication, toileting or any non-emergency issue related to your medical needs and care.

STARBUCKS
A full-service Starbucks is located on the St. Anthony Campus in the Saints Medical Plaza building. Hours are Monday – Friday, 6 a.m. to 7 p.m., and Saturday and Sunday, 6 a.m. to 2 p.m. Starbucks is conveniently accessible by exiting the east entrance on the 1st floor and then following the covered walkway to the Saints Medical Plaza building.

TELEVISION CHANNELS
St. Anthony offers both basic and expanded cable television for your viewing pleasure. Additionally, we have television stations dedicated to both your spiritual and medical needs; the Chapel/Mass station can be found on channel three (3) and the Medical Education station can be found on channel 17. For a complete list of television stations and channels, view the TV guide located in your room. If you do not see a TV guide, your nurse will be happy to provide you with a copy.

Your television is operated from the pillow speakers on the side rail of your bed. Please ask your nurse if you need assistance. In semi-private rooms, please respect your roommate’s rights when adjusting the volume.

VOLUNTEERS
Since 1956, the St. Anthony Volunteers have been very visible within the hospital. Volunteers donate their time to assist patients, families and staff in numerous ways throughout the hospital. From staffing waiting rooms, to working in the gift shop, to helping patients find their way, the volunteers live out the hospital mission of revealing the healing presence of God. Through the monies raised from the gift shop, the volunteers fund numerous projects within the hospital. If you or someone you know is interested in becoming a part of this wonderful group, call the volunteer office at 405.272.6266.

WALGREENS PHARMACY
Walgreens Pharmacy is a full-service pharmacy filling take-home prescriptions and providing convenient access to sundries, over-the-counter medications, and other items to assist in making your stay at St. Anthony as comfortable as possible. Your prescription can be phoned or faxed to the pharmacy by your physician, or a family member may hand carry the prescription to the pharmacy if you prefer. Visa, MasterCard, DiscoverCard, Medicaid cards and most third party payment cards are accepted. Walgreens is conveniently located on the St. Anthony campus:

Saints Medical Plaza Building
Located on the East side of the campus on the first floor next to Starbucks
Phone: 405.231.2133

Typically, wait time for prescriptions is less than ten minutes.