

# Welcome to Ochsle General

Ochsle County Hospital District, or, as most folks know us; Ochsle General Hospital, is a collection of programs and services designed with you in mind. From our OB and Women's Health services to the programs at our Seasons assisted living facility, our aim is to provide for you and your loved ones no matter the stage of life or need. And, you'll find our staff to be some of the most compassionate and skilled individuals you'd find anywhere.

Our team has assembled this notebook so that we may share with you all that we have to offer, and, how to access those programs and services. If you can't find what you're looking for, please don't hesitate to ask us – or, use the list of direct extensions located in the Your Stay section on this notebook. After all, that's why we're here, to be of service to you – we will work hard every day to continue earning the privilege of being your healthcare provider of choice and the Heart of Our Healthy Community.

## **Mission Statement**

To provide superior quality healthcare services to our community with compassion and expertise that physicians prefer for their patients, employees are proud of, and patients recommend to family and friends.

## **Our Vision**

Our vision is to be the leading healthcare provider in the region by continuously improving the quality of care and patient experience while upholding the values of integrity, teamwork, and knowledge sharing to provide our patients with the best possible care throughout the District.

## **Values**

Respect, Excellence, Teamwork, Integrity, and Compassion guide our actions and decisions as we serve our community.

## **Quality of Care**

If you have quality-of-care concerns, please discuss them with your care team. If your concerns aren't fully addressed, please contact our Compliance Director, Ashley Boyd, by dialing 7932 or - from outside the building – by calling 806-648-7932. Concerns may also be directed to CEO Kelly Judice by dialing 7113 or - from outside the building – by calling 806-648-7113.

## ***Your Hospital Team - Who's Who?***

### **Attending Physician**

A member of Ochsle General medical staff with ultimate responsibility for your care during your stay. Typically, this will be the physician who admitted you to the hospital.

### **Nurses**

Our nurses are the frontline and the backbone of our staff. They constantly monitor the status of our patients to assure their well-being. Your nursing team may include a nurse manager and registered nurses.

### **Occupational Therapist**

These health care professionals help patients learn or relearn the activities of daily living such as dressing, bathing and cooking.

### **Physical Therapist**

Physical therapists help patients build their strength, improve function and move independently.

### **Speech Therapist**

A speech therapist, also known as a speech-language pathologist (SLP), is a healthcare professional who specializes in the evaluation and treatment of disorders related to communication, speech, language, and swallowing.

### **Respiratory Therapist**

Respiratory therapists help patients manage and/or overcome moderate to severe breathing problems to regain independence and enhance quality of life.

### **Social Worker/Case Manager/Care Coordinators**

Social workers, case manager and care coordinators work with your entire health care to develop your plan for care after you leave the hospital. They can:

- Provide emotional support when a difficult diagnosis is made.
- Assist in planning for services at home.
- Make transfer arrangements to a rehabilitation facility when necessary.
- Help you access useful community resources.
- Provide additional support depending on your individual needs.

## **Your Stay**

### **Important Telephone Extensions**

Administration ... 7113  
Admissions ... 7411, 7412  
Nurses Station ... 7131  
OB Nurses Station ... 7135  
Quality-of-Care ... 7932  
Social Services...7311  
IT ... 7157  
Dietary ... 7132  
Housekeeping ... 7336  
Financial Counseling ... 7145  
Gift Shop ... 7223  
Discharge Planning/SwingBed... 7125

### **Cell Phone Information**

Cell phones may be used throughout the hospital. Please respect the privacy, comfort and dignity of those around you. If you are experiencing service issues, please connect to the WiFi.

### **Internet Access/WiFi**

Ochiltree General is pleased to provide free wireless, high-speed internet access to our patients and guests. To connect, please follow these steps:

1. Turn on your laptop or other WiFi device with wireless capability.
2. Connect to the wireless network "ogh-guest." No password is needed.
3. Launch your web browser.

### **Television Service**

Your in-room television offers free basic cable TV service which include movies, sports, news, many popular cable networks and local programming. The TV remote allows you to adjust the volume, change channels and turn the TV on and off from the comfort of your bed. Channel listing by TV type below.

RCA CHANNEL	CALL SIGN	CHANNEL	CALL SIGN
2	ABC	23	ABC
3	CBS	24	CBS
4	NBC	25	NBC
5	FOX	26	FOX
6	A&E	27	A&E
7	AMC	28	AMC
8	ANIMAL PLANET	29	ANIMAL PLANET
9	BBC AMERICA	30	BBC AMERICA
10	BLOOMBERG TV	31	BLOOMBERG TV
11	BRAVO	32	BRAVO
12	CARTOON NETWORK	33	CARTOON NETWORK
13	CMT	34	CMT
14	COMEDY CENTRAL	35	COMEDY CENTRAL
15	DISNEY CHANNEL	36	DISCOVERY
16	DISCOVERY	37	DISNEY CHANNEL
17	ESPN	38	ESPN
18	ESPN2	39	ESPN2
19	FOOD NETWORK	40	FOOD NETWORK
20	FOX NEWS CHANNEL	41	FOX NEWS CHANNEL
21	FOX SPORTS 1	42	FOX SPORTS 1
22	FREEFORM	43	FREE FORM
23	FX	44	FX
24	FXX	45	FXX
25	GALAVISION	46	GALAVISION
26	HALLMARK CHANNEL	47	HALLMARK CHANNEL
27	HALLMARK MOVIES & MYSTERIES	48	HALLMARK MOVIES & MYSTERIES
28	HISTORY	49	HISTORY
29	INSP	50	INSP
30	INVESTIGATION DISCOVERY	51	INVESTIGATION DISCOVERY
31	LIFETIME	52	LIFETIME
32	MTV	53	MTV
		54	NATIONAL GEOGRAPHIC
		55	NICKELODEON/NICK AT NITE
		56	RFD-TV
		57	SPIKE
		58	SYFY
		59	TBS
		60	TCM
		61	TLC
		62	TNT
		63	TRUTV
		64	TV LAND
		65	UNIVISION EAST
		66	UPLIFT
		67	USA NETWORK
		68	VH1
		69	WE TV
		70	WEATHER NATION

## **Dining**

At Ochsle General Hospital, our Food Services staff members strive to offer delicious yet nutritious meals to fit all of our patients' dietary needs. Food Services staff members will visit with you in the comfort of your own room before each mealtime to take your order.

If your guests would like to order a meal, please have them visit Admissions to purchase their meal ticket and take their receipt to Food Services to place their order. Guest meals are \$8.00 and orders must be placed by 7:00 a.m. for breakfast, 10:30 a.m. for lunch and 4:30 p.m. for dinner. If you are staying on-site with your loved one, please let us know.

Please note that Food Services staff must follow prescribed instructions when your physician has ordered a special diet for you.

## ***Quiet Time***

At Ochsle General, we are focused on promoting a quiet, restful environment, particularly during nighttime hours. Each evening, "quiet time" will begin at 9 p.m. Lights will be dimmed and your door may be closed at your request. Some noises – such as cardiac monitors, IV pumps, call lights and other equipment – are unavoidable in a hospital, but our nurses will make every effort to keep noises to a minimum. If you are disturbed, please let your nurse know so the situation can be addressed.

## ***Your Room***

Your room assignment at Ochsle General is based on your admitting diagnosis and availability on the day of your admission. When you arrive in your room, your nurse will explain everything you'll need to know to be as safe and comfortable as possible including: how to operate your bed, how to control your television, how to order meals, what you can expect during your stay and how to get assistance you need while you're a guest in our hospital. If you have any questions, please do not hesitate to ask.

Please note that patients have a telephone and thermostat located in their room. If you need help with making calls or adjusting your thermostat, please let a staff member know.

## ***Housekeeping***

During your stay with us at Ochsle General, we want you to be as comfortable as possible. Our housekeeping team is tasked with helping make that happen. Though your room will be cleaned daily, should you need anything you may also tell your nurse or contact Housekeeping directly by dialing 7336.

## ***Smoking Policy***

Ochiltree General is a tobacco-free institution.

This policy is in keeping with our philosophy of promoting a healthy lifestyle for our patients. Should you need to take a smoke break, we ask that you not smoke within 20 feet of any entrance to our hospital.

## **Nursing**

### ***Are you in pain?***

As a patient at Ochiltree General Hospital, you can expect:

- Information about pain and pain relief measures.
- Concerned staff committed to pain prevention and management.
- Health professionals who respond quickly to reports of pain.
- Reports of pain will be believed.
- state of the art pain management.

## ***Patient Responsibilities***

As a patient at Ochiltree General Hospital, we encourage you to:

- Provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to their health.
- Participate in your healthcare plan and communicate questions about your care to your healthcare providers.
- Follow hospital rules and regulations as they apply to patient care and conduct.
- Follow the treatment plan recommended by your healthcare team.
- Be aware that if you refuse to follow the treatment plan, you will be responsible for any adverse outcomes as a result of your actions.
- Assure that the financial obligations of your healthcare are fulfilled as promptly as possible.
- Be aware that in the case of minors or incompetent adult patients, the parents or legal guardians shall be accountable for adhering to the responsibilities listed.

## ***Bedside Report***

Bedside report is when nurses going off and coming on duty meet by your bedside to talk about your care. This gives you a chance to meet the nurse taking over, ask questions and share important information with your nurses. This is a good time for you to share what you hope to do during the next shift, for example, you may want to walk

or just rest. Your involvement in the bedside report is encouraged. You are an important part of your healthcare team.

### ***Med Rounds***

Your doctor will meet with you to assess your health, update you on your progress and plan of care as well as answer any questions you may have.

### ***RN Visits***

As a patient at Ochiltree General, you can expect a visit from a member of our senior staff; our CEO, Chief Nursing Officer, Assistant Chief Nursing Officer and/or Compliance Officer at least once during your weekday stay. These visits – part of our Every Patient, Every Stay program – are designed to better understand what you need to make your stay and recovery a success.

### **Visitors Are Very Important**

It is your right to have family and friends come to visit you while you are in the hospital. We welcome and encourage frequent visits by family, friends and the people who will support you during your stay. \*\*Covid precautions override this policy when applicable.

Visiting hours are 8:00 a.m. to 9:00 p.m. daily.

To ensure patients have adequate time and privacy in the morning for physician rounds, breakfast and hygiene needs, visiting hours begin at 8:00 a.m. And, to promote a quiet, restful and healing atmosphere at night, we request that all visitors leave by 9 p.m.

The attending physician, nurse manager or nursing supervisor may adjust/restrict the number of visiting hours and/or relatives and friends in any room as deemed necessary and appropriate. You are entitled to an explanation whenever a restriction is placed on visitation. Please note that anyone arriving after 9 p.m. will need to enter through the emergency department.

### ***General Guidelines***

- Please limit the number of support persons visiting at any one time. Our suggestion is two or three per patient. In the Medical Bed Unit (MBU) no more than one or two visitors at a time is recommended. On any unit, staff may ask visitors to step out of the room in the event of an emergency situation.
- Do not visit if you are sick or might have a cold or other illness.
- Please keep voices low and respect the privacy and dignity of other patients and their visitors.

- Children under 18 years of age may visit when accompanied and supervised by an adult other than the patient. However, please visit with nursing personnel before visiting with very young children and/or infants.

### ***Visitor Parking***

Free parking is available at all times. Handicapped parking is clearly designated in all parking areas.

### ***Visitor Meals***

If your guests would like to order a meal, please have them visit Admissions to purchase their meal ticket and take their receipt to Food Services to place their order. Guest meals are \$8.00 and orders must be placed by 7:00 a.m. for breakfast, 10:30 a.m. for lunch and 4:30 p.m. for dinner. If you are staying on-site with your loved one, please let us know.

### **On-Site Services**

### ***Vending Machines – Open 24 Hours a Day, 7 Days a Week***

Vending machines are located in the dining room of the Food Services department. Snacks and beverages are available in the vending machines.

Complimentary tea, coffee and water are also available in the dining of the Food Services department.

### ***Auxiliary Gift Shop***

The OGH Auxiliary Gift Shop is located inside the main entrance of the hospital, opposite the Admissions department. The gift shop – staffed and managed by OGH Auxiliary volunteers – offers a variety of items from newborn gifts to silk floral arrangements, accessories, cards and more. For in-room delivery of items please dial 7223, or from 806- 648-7223 from outside the hospital.

### ***Spiritual Support***

The chapel is located near the front of Ochsle General opposite the ER. Visitors of all faiths are welcome to visit the chapel for religious services, prayer and quiet reflection. Your worship leader is also welcome to visit you in the hospital.

## ***Translation Services***

We offer real-time audio and video interpretation services in hundreds of languages – including American Sign Language. Our program allows patients and families to hear, see and talk to an interpreter live via a wireless connection on an iPad. These services can be requested through your nurse.

## ***Wheelchair Access***

All buildings and entrances are wheelchair accessible. Wheelchairs are available for use in the facility and can be picked up at the main entrance to Ochiltree General.

## ***Notary Public***

The services of a notary are available for patients free of charge. These services can be requested through your nurse.

## **Your Rights**

### ***Patient Rights and Responsibilities***

Ochiltree General Hospital recognizes patient's basic rights to be independent in self-expression, decision, action and concern for personal dignity, human relationships and cultural differences. These rights are especially important during times of illness. OCHD assumes the responsibility to assure that these rights are preserved for our patients. Each individual patient shall receive quality care in a safe setting regardless of race, sex, religion or ability to pay. We promise to recognize the following rights of patients:

- Patients have the right to considerate and respectful care at all times and under all circumstances with recognition of their personal dignity including freedom from abuse and harassment.
  
- Patients have the right, within the law, to personal and informational privacy as manifested by the right to:
  - Refuse to talk with or see anyone who is not officially connected with the hospital or who is not directly involved in their care.
  - Be interviewed and examined in surrounding designed to assure reasonable privacy.
  - Expect that any discussion or consultation involving their case will be conducted discreetly.
  - Have their medical records read only by individuals directly involved in their treatment or the monitoring and assessment of care.

- Expect all communications and other records pertaining to their care, including source of payment for treatment, to be treated as confidential.
- Patients have the right to know the identity and professional status of individuals providing service to them and to know which physician or other practitioner is primarily responsible for their care.
  
- Patients have the right to obtain from the practitioner responsible for coordinating their care, in terms they can reasonably be expected to understand, complete and current information concerning their diagnosis, treatments and prognosis. When it is not medically advisable to give such information to patients, it should be made available to a legally authorized individual.
  
- Patients have the right to timely access of their medical records.
- Patients/families have the right to education regarding:
  - Pain relief measures
  - Their roles in managing pain
  - Limitations of pain management
  
- Patients have the right to reasonably informed participation in decisions involving their healthcare.
- They have the right to receive from their physician information necessary to give informed consent prior to the start of any procedure and/or treatment.
- They have the right to refuse treatment to the extent permitted by law and to be informed of the medical consequences of their actions.
- They have the right to formulate or have an existing advance directive in their medical record. The wishes communicated by these directives will be honored.
- Patients have the right to participate in ethical questions that arise during the course of care including issues of conflict resolution, withholding resuscitative devices and foregoing or withdrawal of life-sustaining treatment.
- Patients have the right to freedom from restraints (physical restraints or drugs) used in the provision of medical and surgical care unless clinically necessary.
- Patients shall be informed if the hospital proposes to engage in or perform human experimentation or other research/educational projects affecting their care or treatment, and patients have the right to refuse to participate in any such activity.
- Patients may not be transferred to another facility unless they have received a complete explanation of the need for their transfer and the alternatives to such a transfer, and unless the transfer is acceptable to the other facility.
- Patients have the right to be informed by the responsible practitioner or his delegate of any continuing healthcare requirements following discharge from the hospital.
  - Regardless of the source of payment for care, patients have the right to request and receive an itemized bill for services rendered in the hospital.
- Patients have the right to a specific grievance procedure to a Peer Review Organization regarding concerns of quality of care or premature discharge.

## ***Quality of Care Concerns***

If you have quality-of-care concerns, please discuss them with your care team. If your concerns aren't fully addressed, please contact our Compliance Director, Ashley Boyd, by dialing 7932 or - from outside the building – by calling 806-648-7932. Concerns may also be directed to CEO Kelly Judice by dialing 7113 or - from outside the building – by calling 806-648-7113.

You may also report concerns to the Texas Department of Health at: Address: Office of the Ombudsman  
1100 West 49th Street, Room G-112  
Austin, Texas, 78756 Phone: 888-388-6332

We welcome any and all comments that you may care to share with us, positive or negative, as we strive to provide quality programs and services.

## **Going Home**

Although you look forward to going home, the transition from hospital to home can be stressful for you and your family. Our medical team will begin to discuss your discharge plan with you and your family immediately after your admission and throughout your stay to ensure a smooth transition. Please contact your nurse if you have special concerns related to the day and time of discharge.

## ***Personal Belongings***

Please collect your belongings and double-check closets and drawers.

## ***Discharge Instructions***

Your doctor and your nurse will give you instructions about post-hospital care. If you have questions about your diet, activities or other matters, please be sure to ask.

## ***Transportation Service***

When you are ready to leave, a member of the hospital staff will escort you to the front entrance and help you into your car.

## **Finances**

You will receive separate bills from the hospital and from your physician(s). We encourage you to research and understand what your insurance plan does and does not cover so that there are no surprises after your hospital stay. We would also be happy to

have one of our Admissions staff visit with you and answer any questions or concerns you might have.

### ***Hospital Bills***

The hospital bill includes charges for your room, equipment, supplies, diagnostic and therapeutic testing, operating room time, etc. Your insurance company will be billed directly and a copy of the bill will be sent to you. Depending on your insurance, you will be responsible for paying certain expenses directly. These expenses include deductibles, coinsurance, and non-covered charges. If you have questions concerning your hospital bill, please contact our financial counselor, Monday through Friday, 8 a.m. to 5 p.m.

### ***Financial Counselor***

Please dial 7145 or 806-648-7145 from outside the hospital.

### ***Physician Bills***

You may receive bills for professional charges from various departments associated with Ochsle General for diagnostic testing or specialty services. These professional services may include the reading/interpretation of x-rays, EKGs, laboratory tests and specialized services such as anesthesiology, etc. You will also receive bills from doctors for professional charges. If you have any questions concerning your physician bills, please call the telephone number listed on each bill.

### ***Financial Assistance***

If you're worried about paying for the care you get at OGH – or you don't have health insurance – you may be eligible for financial assistance. Please contact our financial counselor, Monday through Friday, 8 a.m. to 5 p.m.

### **Care Options after Discharge**

#### ***Rehabilitation Services***

The Rehabilitation Department at Ochsle General Hospital offers both inpatient and outpatient rehabilitation services to help with recovery after surgery, illness or injury, right here in our own community. Located on the Ochsle General Hospital campus, the Rehab building offers the same great, hometown service now in a more convenient and private location for patients.

Please call 806-648-7146 to speak with a Physical therapy staff member who will assist you in scheduling your follow-up appointment.

## ***Home Health/Hospice***

Ochiltree General Hospital Home Health provides quality home health care to the homebound patient. Services include, but are not limited to: skilled nursing visits, patient and caregiver education, physical therapy, social services and nursing aide care.

Each patient's plan of care is designed to fit their individual needs. OGH Home Health strives to teach both the patient and their family skills to help with the care of the patient. Most of the Ochiltree General Home Health professionals are hometown people working in the community they chose to continue calling home. At Ochiltree General Home Health, neighbors are truly caring for neighbors. Just another way OGH Home Health strives to be the heart of a health community.

Please call 806-648-7400 to speak with a Home Health and Hospice staff members who will assist you in arranging services.

## ***Follow-Up Appointment with Your Physician***

To schedule appointments, please call your primary care physician's office.

Jay Blasingame, M.D.  
General Surgeon 806-648-4288  
3101 Garrett Dr., Perryton, TX 79070

Manon E. Childers, III, M.D.  
Emergency Room Physician 806-435-3606  
3101 Garrett Dr., Perryton, TX

Blake DeWitt, M.D.  
Family Practice/Obstetrics/Surgery 806-435-7224  
3101 Garrett Dr., Perryton, TX

Jennifer McGaughy, D.O.  
Family Practice/Obstetrics 806-435-7224  
3101 Garrett Dr., Perryton, TX

Rachel O'Beirne, D.O.  
Family Practice/Obstetrics 806-435-7224  
3101 Garrett Dr., Perryton, TX

Rick Siewert, D.O.  
Emergency Room Physician 806-435-3606  
3101 Garrett Dr., Perryton TX

Lyudmyla Battin, FNP-C  
Advanced Nurse Practitioner 806-435-3606  
3101 Garret Dr., Perryton, TX

Lisa Brown, FNP-C  
Advanced Nurse Practitioner 806-658-4531  
146 Pioneer Dr., Booker, TX

Susan Childers, FNP-C  
Advanced Nurse Practitioner 806-435-3606  
3101 Garrett Dr., Perryton, TX

Deirdre Floyd, FNP-C  
Advanced Nurse Practitioner 806-435-7224  
3101 Garrett Dr., Perryton, TX

Suzanna Jarrell, FNP-C  
Advanced Nurse Practitioner 806-435-3606  
3101 Garrett Dr., Perryton, TX

Casey McGarraugh, PA-C  
Physician Assistant- Certified 806-435-7224  
3101 Garrett Dr., Perryton, TX

Alyce Morton FNP-C  
Advanced Nurse Practitioner 806-435-7224  
3101 Garrett Dr., Perryton, TX

### ***Follow-Up Appointment with Radiology***

Ochiltree General is proud to offer flexible evening and weekend hours as well as the highest quality care by our Radiology staff members who are experts in their fields. Please call 806-648-7121 to speak with our friendly staff members who will assist you in scheduling your follow-up appointment. Please visit the Admissions desk to get an Outpatient Form before continuing to Radiology.

### ***Follow-Up Appointment with the Laboratory***

The on-site laboratory at Ochiltree General is able to complete most of the lab work required for patients locally, before sending a report directly to the patient's primary care physician or specialist. Please visit the Admissions desk to get an Outpatient Form before continuing on to the lab.

