

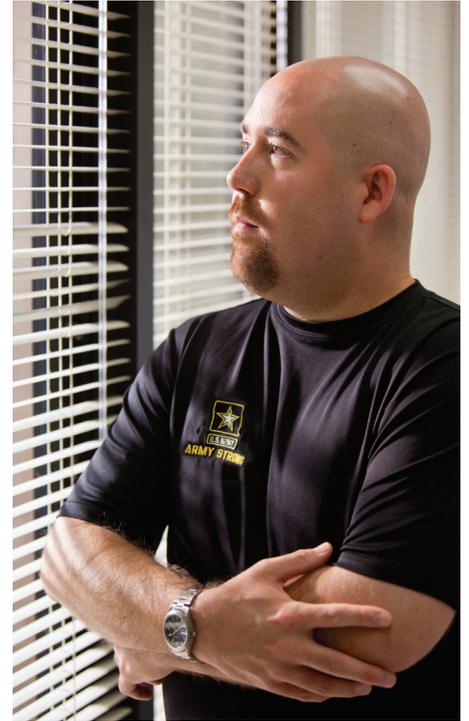


Jack C. Montgomery VA Medical Center
Guide to Inpatient Care | 2012



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WELCOME

The Jack C. Montgomery VA Medical Center is pleased you have selected us to provide your health care. Our staff is dedicated to serving you and, as part of our service to you, to other Veterans and to the nation; we are committed to improving healthcare quality. We hope this “Guide to Inpatient Care” will answer any questions you may have and help you feel more comfortable during your stay. We encourage comments or suggestions concerning your stay with us. We hope your stay with us is pleasant and that you have a complete and speedy recovery.

Facility Mission

Honor and serve our Veterans through excellence in healthcare.

Facility Vision

We will be a world-class, Veteran-centered healthcare organization serving Veterans through engagement, respect, value, and evidence-based practice.

Core Values (I CARE)

- **Integrity:** Act with high moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom I engage.
- **Commitment:** Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA's mission. Fulfill my individual responsibilities and organizational responsibilities.
- **Advocacy:** Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries.
- **Respect:** Treat all those I serve and with whom I work with dignity and respect. Show respect to earn it.
- **Excellence:** Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes, and rigorous in correcting them.





Patient Aligned Care Team (P.A.C.T.)

A Patient Aligned Care Team refers to a team approach between you and your Primary Care team to plan for whole-person care and life-long health and wellness. You are the center of the care team, which also includes your family, caregivers, and your healthcare professionals, such as your primary care provider, nurse care manager, clinical associate, and administrative clerk.

Inpatient staff also works as a team to make sure you receive the care you need. You may be asked several questions about your health so that we can be sure that you are getting the best care possible. This also helps us plan for the care you may need after you leave the hospital.

You may also have questions when you have to stay in the medical center. These questions might include:

- What is my sickness?
- Why do I have to stay?
- How long do I have to stay?
- What will happen to me at the medical center?
- What will happen when I leave?

You may talk to our doctors, nurses and other staff about any of your concerns. You may also talk to the Patient Advocate. (See page 6.) Please don't be afraid to ask the hospital staff any questions.

YOUR HOSPITAL STAY and the SHEP Survey

Delivering world-class service to Veterans and their families is one of our strategic goals and total customer satisfaction is one of our highest priorities. SHEP stands for Survey of Healthcare Experiences of Patients. Although it has a long name, it is a very important tool that is used to help us improve our service to you. SHEP is a national VA survey sent to Veterans asking about their most recent experience at the VA. Surveys are sent out randomly to Veterans with questions ranging from your overall satisfaction of care to how long it took for you to get an appointment. We are interested in how well we are doing in the following areas:

Access - We will provide you with timely access to healthcare.

Preferences - We will involve you in decisions about your care.

Education - We will strive to provide information and education about your healthcare that you understand.

Emotional Support - We will provide support to meet your emotional needs.

Coordination of Care - (Visit and Overall) - We will take responsibility for coordination of your care.

Continuity - One healthcare team will be in charge of your care.



Courtesy - We will treat you with courtesy and dignity.

Involvement of Family & Friends - We will provide opportunities to involve your family in your care when appropriate.

Physical Comfort - We will strive to meet your physical comfort needs.

Transition - We will provide a smooth transition between your inpatient and outpatient care.

SMOKING

This is a “No Smoking” facility. Smoking is prohibited within the building, including the use of electronic smoking devices. The interior of all buildings, as well as the outside areas within 50 feet of our buildings, are designated as Smoke Free areas. Smoking areas are considered off limits to children and youth under the age of 18 years old. Oxygen cylinders and other oxygen delivery equipment are prohibited in the smoking shelters/areas.

Patients who require the following will not be able to leave the ward to smoke:

- Oxygen
- Telemetry
- Isolation
- High Fall Risk Precautions
- Major Dressings
- Chemotherapy
- Blood
- Seizure Precautions
- Wander Alert
- Intravenous Fluids

These guidelines were developed to protect your health and to assure your safety during hospitalization.

If the smoking guidelines are violated, staff will locate the inpatient and escort them back to the ward. The inpatient may be considered non-compliant with their plan of care and may be discharged from the medical center. Visitors in violation of the policy will be escorted from the medical center.

PATIENT SAFETY

Patient Safety is of utmost importance to us and to you. Weakness caused by illness, medication, and the unfamiliar environment is a frequent cause of falls. **If you need assistance** reaching for something you need, getting out of bed or the wheelchair, and/or walking to and from the bathroom, **the nursing staff will assist you.** Please use the nurse call button in your room to request assistance. Help us assist you in making this a hospital stay without falls or injury.



Help Us Help You

It is a federal crime to take VA property. Your assistance is needed to ensure that VA property is not removed from the medical center. The money used to replace VA property significantly reduces the availability of money for medical care activities.

VISITATION

Visiting Hours

- Medical and Surgical Units: 10:00 a.m. until 9:30 p.m. daily
- Intensive Care Unit (ICU)
Two members of the immediate family or significant others (friends) are allowed to visit at a time. Visiting hours are from 10:00 a.m. until 8:00 a.m. the next morning. Patients may have visitors as long as they are not undergoing a significant procedure. Visitors are not allowed in the ICU from 8:00 a.m. to 10:00 a.m.

Visiting Rules and Guidelines

We encourage family and friends to visit except when medically inappropriate. Some basic rules and guidelines to follow include:

- Patients are limited to two visitors at any one time.
- Children under 13 years of age may visit inpatients only when the attending physician or nurse has granted permission. Inpatients may visit with children under age 13 in the lobby of the main hospital.
- An adult must accompany children at all times.
- Visitors may not bring food or beverages to patients without permission from the attending physician or unit nurses. Visitors are asked not to eat in patients' rooms.
- Members of the clergy may visit during other than regular visiting hours at the discretion of the physician or nurse in charge.

ADMISSION TO THE HOSPITAL

Clothing/Valuables

We will gladly provide you with hospital clothing. We recommend you not bring valuables, such as money, credit cards, jewelry, etc. Patients generally find that \$5 of "pocket money" is adequate for the daily newspaper, Canteen items, etc. Canteen coupon books are available for your convenience and can be purchased in \$1.00 increments.





Religious Services

A Sunday Protestant Chapel Service is held at 9:30 a.m. in the Chapel on the first floor of Building 1. It can also be seen on your in-room television on Channel 4. (Ask your nurse for either directions or transportation to the Chapel.) Pajamas are appropriate dress. Friends and family are also welcome.

The Chapel and Prayer Room are open for personal meditation at all times. Bibles, large letter testaments and other religious literature are available upon request.

HAVEN HOUSE

Haven House was established in 1988 by the employees of the Jack C. Montgomery VA Medical Center. The home is a sanctuary for the wives and female relatives of our Veterans. It is a place to rest, shower, wash a few clothes and get a good night's sleep away from the medical center. There is no charge to stay at the Haven House. We only ask that each visitor wash their bed linen and towels and leave the home clean for the next visitors. Each guest should also sign the registration book with their name and date of stay.

Paper products, staple food items and other miscellaneous items are provided free of charge for all who stay. Just please be considerate of your fellow lodgers.

If you have any problems while staying there, please report them to Greg Sorenson, chief of Voluntary Service, at 918-577-3621 (work) or 918-686-6364 (home).

If your wife or other female family member wishes to stay there, contact any of the nursing staff or Administrative Officer of the Day to assist you. They will be given a code to get into the home. They will be asked to destroy the code once they have no further use of the house.

Haven House
2408 W. Broadway
Muskogee, OK 74401
918-682-7722

PATIENT ADVOCATE

The Jack C. Montgomery VA Medical Center strives to provide the best care possible in the most courteous and efficient manner to Veterans. Our goal is to be responsive and sensitive to the needs of patients for



whom we provide care and to resolve any concern in a positive and timely method.

If a problem develops with respect to your care at this medical center, we encourage you to share your concerns with the unit's Nurse Supervisor. This person has the responsibility of either resolving your concerns or bringing the matter to the attention of someone who can.

Patient Advocates are also available to help you and your family with any problems or questions you may have during your stay. If you have concerns, complaints, compliments or just need information or assistance, Patient Advocates are available Monday through Friday from 8:00 a.m. to 4:00 p.m. on the first floor at the south end of the facility next to the Chapel (Room 1B38) or can be reached at Extension 3711 or 3341.

If, after returning home from your hospitalization, you have some comments or sentiments you would like to direct to the medical center and its staff, please address your letter to the Director, Jack C. Montgomery VA Medical Center, 1011 Honor Heights Drive, Muskogee, OK 74401.

HOSPITAL SERVICES

Meals

PATIENT MEAL SERVICE

Breakfast	7:00 am – 7:45 am
Lunch	11:30 am – 12:15 pm
Supper	4:30 pm – 5:00 pm

LATE MEAL SERVICE

Breakfast	9:30 am
Lunch	1:30 pm
Supper	6:00 pm

Your physician has ordered the meals you receive. All patients receive diets specific to their healthcare needs. We encourage you to take only the foods served on your tray and discourage trading food with other patients.

The clinical Nutrition and Food Service staff will interview each patient, find out their food preferences and assess their nutritional needs. If you have any ideas or comments to help us improve our service, please let your dietitian know.

For patients receiving modified diets, nutritional counseling is provided. Family members responsible for the care of the Veteran are included when possible.





HOSPITAL SERVICES Continued

We have made every effort to provide you with a healthy diet to improve your health and well being. Our diet provides an average of 2,000 - 2,400 calories that is low fat, low cholesterol, moderately low in sodium and high in fiber.

VETERANS CANTEEN SERVICE

Patriot Café/Retail Store/Patriot Brew (Starbucks)

Hot and cold foods are available at the Patriot Café Monday through Friday from 7:30 am to 2:30 pm, with the grill closing at 1:30 pm. It is located on the first floor of Building 24.

Patriot Brew (Starbucks) is located in the Main Lobby of Building 1 and, along with coffee, salads and sandwiches are available Monday through Friday from 7:30 am – 3:00 pm.

The Patriot Retail Store has a variety of items for sale from candy to clothes to electronics. It is open Monday through Friday from 7:30 am to 3:30 pm, and Saturday from 9:00 am to 2:00 pm. It is located across from the Patriot Café in Building 24. The Canteen is closed Sunday and holidays.

Vending machines

Available 24 hours:

In Building 53 (north end of hospital):

- 1st Floor – Emergency Department has a drink machine as well as sandwich, snack and coffee machines.
- 2nd Floor – Lab has juice machine
- 2nd Floor – X-Ray has drink and snack machines
- 3rd Floor – Intensive Care Unit has drink, sandwich and snack machines.
- 5th Floor – Drink & snack machines off of Service Elevators

Available during Normal Business Hours only:

In Building 1 (south end of hospital):

- 1st Floor – Drink machine available by Yellow Team near elevators
- 3rd Floor – Drink machine by elevators
- 4th Floor – Drink machine by elevators

DISCHARGE FROM THE HOSPITAL

The doctors, nurses, pharmacists and social worker on your unit will be planning your discharge with you. If you have any special concerns about leaving the medical center, please let them know. If you need a “return to work statement,” please discuss this with your physician before leaving the hospital.

When you are told you are going to be discharged, there may be certain information you need to know. Your physician, nurse or other health professional will provide this information, including:

- what illness you were treated for
- what things might improve or worsen your condition
- what symptoms to report to your primary care provider and how to contact him/her, if necessary, after discharge
- what activities you should and should not do
- what care is needed for any tubes or dressings
- what treatments you should continue at home, for how long and how often
- what diet to follow and what foods you can and cannot eat
- what medication to take and how to take it
- any special instructions for taking your medication as well as possible side effects

Also, be sure you have:

- a friend or family member who knows how to help you in your care at home
- transportation arranged to get home and to return for appointments
- supplies/equipment you will need at home
- medications you are to take home and information regarding how to get your medications refilled
- a clinic appointment if your doctor wants you to return for follow-up

Checking Out

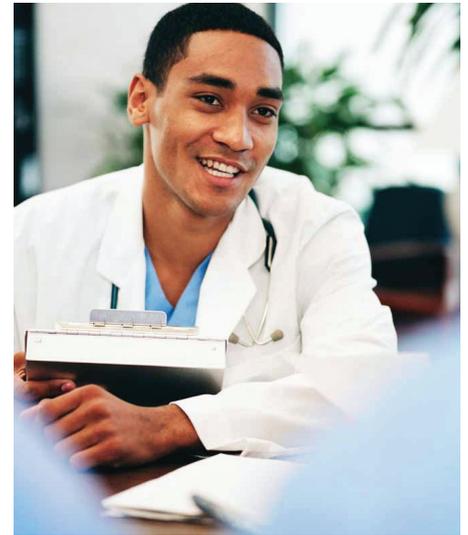
Please withdraw any funds you have placed on deposit with the Cashier on the first floor, near Pharmacy, during regular operating hours, Monday through Friday, 9:00 a.m. to 4:15 p.m. Check with your nurse before you leave for any other discharge instructions.

Primary Care

Before you are discharged, your treatment team will make arrangements for outpatient services. After discharge, appointments will be made as prescribed by your primary care team.

Clinic Appointments

Clinic appointments are pre-scheduled visits. You should make every effort to keep your scheduled appointment. However, if you must reschedule your appointment, please contact your Primary Care team. Please report to Primary Care no earlier than 30 minutes before the time scheduled for your appointment. Clinics will make every effort to see all patients at their scheduled time. There are times when, due to unforeseen



Clinic Appointments Continued

circumstances, this may not be possible. If this occurs, we will let you know about how long the delay will be.

Pharmacy



The outpatient Pharmacy is located on the first floor by the Agent Cashier/Travel. The hours of operation are 8:00 a.m. to 4:30 p.m. weekdays. If you have questions about your medication, you may call the Pharmacy at extension 3193. You can reach the automated refill number by dialing extension 3918.

Emergency Department

Medical personnel are available in our Emergency Department 24 hours a day, seven days a week for urgent or emergent medical needs. Patients will be seen according to the severity of their illness.

MY HEALTHVET



My HealtheVet (MHV) is an internet-based program created to provide Veterans with one-stop shopping for information regarding health, Veteran news and VA benefits. The website www.myhealth.va.gov allows you to easily link to a wide variety of benefits and resources available throughout the VA and other federal resources. The website can be reached from any personal computer (PC) with internet access.

My HealtheVet is a website created especially for Veterans. You can use it 7 days a week, 24 hours a day to:

- Refill your VA prescriptions and get information about your medicines
- View your VA appointments
- View your VA lab reports and selected parts of your medical record
- Communicate via Secure Messaging with your VA provider for non-urgent healthcare questions and issues
- Record your physical activity or food intake in daily logs
- Keep track of your own vital readings, such as blood pressure or blood sugar
- Link to VA benefits and services information

Registration and Authentication

To take advantage of all the features of My HealtheVet, you need to register on the website and be authenticated in person at the VA. The authentication process protects your privacy and your personal health information. Here's what to do:

1. Go to the website: <http://www.myhealth.va.gov>



2. Click on the “Register today” button and follow the instructions
3. You must select “VA Patient” in order for My HealtheVet to match your account with your VA medical record.
4. Be sure to write down the user ID and password that you create
5. Go back to the My HealtheVet home page
6. Click on “In-Person Authentication” at the right in the quick links
7. Watch the brief orientation video
8. Print out, complete, and sign the My HealtheVet release of information form (Form 10-5345a-MHV)
9. Bring the form to the MHV Coordinator or the local release of information office (the form cannot be mailed in)
10. The staff will verify who you are and complete the process

Secure Messaging

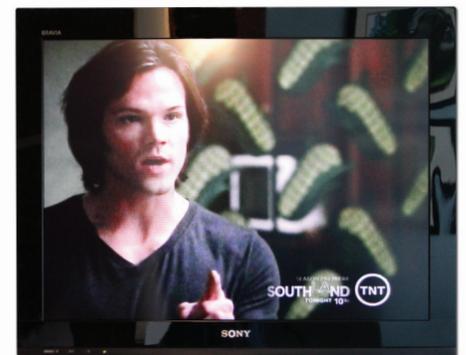
To participate in MHV Secure Messaging, Veterans must register on MHV as “VA patients” and must complete the In-Person Authentication (IPA) process at their local VA facilities. Secure Messaging is a communication channel for patients and VA Healthcare Teams, allowing them to collaborate and build a partnership in order to improve patient health outcomes. It is very important to understand that Secure Messaging should only be used for non-urgent, non-critical communication. Please direct any urgent or critical concerns to your provider’s office by telephone or in-person.

WIRELESS INTERNET (WI-FI)

Wireless Internet is available in the ICU Waiting Area (3rd floor), the Patriot Cafe (Canteen), the Emergency Department, the Silver Team (3rd floor) and by Starbucks (1st floor).

TELEVISION CHANNELS (DISH NETWORK)

- | | |
|---------------------------------|---|
| Channel 2 - NBC | Channel 16 - Fox Sports SW |
| Channel 3 - CNN | Channel 17 - VA Education/Movie Network |
| Channel 4 - VA Chapel | Channel 18 - USA |
| Channel 5 - The Weather Channel | Channel 19 - VA Knowledge Network |
| Channel 6 - CBS | Channel 20 - VA Knowledge Network |
| Channel 7 - Fox | Channel 21 - VA Knowledge Network |
| Channel 8 - ABC | Channel 23 - Director’s Conference Room |
| Channel 9 - TNT | Channel 24 - Downing Room/ Auditorium |
| Channel 10 - Outdoor Network | Channel 26 - VA Patient Education Channel |
| Channel 11 - PBS | |
| Channel 12 - Fox News | |
| Channel 13 - Discovery Channel | |
| Channel 14 - ESPN | |
| Channel 15 - ESPN2 | |





TELEPHONE NUMBERS

Jack C. Montgomery VAMC	918-577-3000
Toll Free (outside of Muskogee)	888-397-8387
Ernest Childers VA Outpatient Clinic	918-628-2500
Toll Free (outside of Tulsa)	888-398-8387
Hartshorne VA Outpatient Clinic (toll free)	888-878-1598
Vinita VA Outpatient Clinic	918-713-5400
Toll Free (outside of Vinita)	877-887-1783
BUSINESS OFFICE	Ext. 3700
• Admissions/Eligibility/Enrollment	Ext. 1535
• Patient Accts/Billing	Ext. 3328
• Release of Information	Ext. 3422
CHAPLAIN	Ext. 3614
COMBAT CARE TEAM	Ext. 4150 & 4151
(for Operations Enduring and Iraqi Freedom and New Dawn)	
EMERGENCY DEPARTMENT	Ext. 1232
PATIENT ADVOCATE Coordinator	Ext. 3211
Muskogee/Hartshorne	Ext. 3711 or 3341
Tulsa/ Vinita	Ext. 2565
PHARMACY	Ext. 3193
PHARMACY REFILLS	Ext. 3918
Toll Free	888-397-8387, Ext. 3918
POLICE SERVICE	Ext. 3807
PRIMARY CARE TEAMS (Muskogee)	
• BLUE	Ext. 1518
• GREEN	Ext. 1521
• YELLOW	Ext. 1522
• GOLD Team	Ext. 4068
• SILVER Team	Ext. 3657
• WOMEN Veterans Clinic	Ext. 3634
PRIMARY CARE TEAMS (Tulsa)	
• BLUE	Ext. 1552



- GREEN Ext. 1553
 - RED Ext. 1550
 - YELLOW Ext. 1551
- PROSTHETICS Ext. 3625
- PUBLIC AFFAIRS OFFICE Ext. 3704
- SOCIAL WORK Ext. 3225 or 3640
- VISUAL IMPAIRMENT SERVICE (VIST) Ext. 3666
- VOLUNTARY SERVICE Ext. 3621 or 3622
- For additional information or for a number not listed,
contact the hospital operator by dialing '0'.

VETERANS TRANSPORTATION SERVICE

The Veterans Transportation Service (VTS) is a VA program for Veterans who need transportation to their VA Medical Center/Clinic appointments.

VA is sensitive to the problems Veterans face in traveling to access their VA healthcare benefits, particularly those who are visually impaired, elderly or immobilized due to disease or disability, and those living in remote and rural areas. Through the years, Disabled American Veterans (DAV) and other Veteran Service Organizations (VSOs) have provided transportation services for Veterans in need of getting to their healthcare appointments. VTS is not replacing those services, but complementing them. VTS joins with Voluntary Services to support VSOs and provide enhanced transportation options for Veterans, especially those with disabilities and in remote areas.

For more information, call 918-577-3500 or toll free at 1-877-905-4538.

THE JOINT COMMISSION

The Joint Commission's mission is to continuously improve the quality and safety of care provided to the public. Because you play a vital role in making healthcare decisions, we value your comments and healthcare experiences. *Send your written correspondence to:*

**Office of Quality Monitoring
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181**

**Phone: 1-800-994-6610
E-mail: complaint@jcaho.org**





A BETTER WAY TO LIVE



Be Involved in Your Healthcare

- Take an active role.
- Work with your health care team to improve your health.

Be Tobacco Free

- Quitting smoking is the single most important thing you can do to improve your health and protect the health of your family members.
- Work with your healthcare team to improve your health.

Eat Wisely

- Eat a variety of foods including vegetables, fruits, and whole grains.
- Limit salt, fat, sugar, and alcohol.



Be Physically Active

- Avoid inactivity.
- Aim for at least 2½ hours of moderate-intensity aerobic activity each week.

Strive for a Healthy Weight

- If you need to lose weight, losing even a little will help.
- If you are of normal weight, maintain it.

Limit Alcohol

- If you choose to drink alcohol, drink in moderation (women no more than 1 drink a day; men no more than 2 drinks a day).
- Avoid “binge drinking.”

Get Recommended Screening Tests and Immunizations

- Recommendations for preventive services depend on your age, gender, health status, and family history.
- Ask which screening tests and immunizations are recommended for you.

Manage Stress

- Pay attention to stress.
- Learn about ways to help you manage and reduce your stress.



Be Safe

- Find out how to prevent sexually transmitted infections, falls, and motor vehicle crashes.
- Take action to protect yourself and those you love from harm.

Veterans Health Administration



VA
HEALTH
CARE | Defining
EXCELLENCE
in the 21st Century



Jack C. Montgomery
**VETERANS AFFAIRS
MEDICAL CENTER**

"Excellence Starts Here"

1011 Honor Heights Dr
Muskogee, Oklahoma 74401
Phone: 918-577-3000
Toll Free: 1-888-397-8387
www.muskogee.va.gov

