

FINANCIAL ARRANGEMENTS:

Financial counseling is recommended to reduce any financial worry associated with your hospital stay. Financial counselors are available in our Patient Financial Services Department on weekdays between 8:00 am—4:00 pm to answer questions or assist with special arrangements. You may call 796-8328 or 796-8436 to discuss your financial arrangements or to schedule an appointment.

INSURANCE BILLING:

Hospital services not covered by your insurance will be billed directly to you as allowed by law. The hospital's commitment to providing quality care to the community includes helping those who cannot afford the full cost of their hospital care. If you feel that you require financial assistance, please contact the Patient Financial Services Department. at 796-8436. Please be advised that you are ultimately responsible for your account.

ANCILLARY SERVICES BILLINGS:

You will receive separate billings for certain diagnostic services ordered by your physician and performed by a physician-specialist. These include certain laboratory, radiology and anesthesia services. These are services which will not appear on your Bartlett Regional Hospital account.

HOSPITAL SERVICES

Bartlett House:

Bartlett House is available for patients and/or their loved ones who are traveling to Juneau for medical services. Call Registration (907)796-8900 for vacancy information. Rooms are booked on a first come first serve basis.

Pastoral Care:

Volunteer chaplains make daily rounds at the hospital as part of a program provided by the Juneau Ministerial Association. They are available to patients and families for spiritual counseling and support upon request.

Gift Shop:

Blue Heron Gifts is operated by the Bartlett Regional Hospital Foundation. Gift Shop Hours are: Monday through Friday 11am to 4:30 pm. For more information please call 523-0825.

Notary Public:

Staff members in Patient Access Services are available to notarize documents such as Living Wills and Advance Healthcare Directives. If you would like a notary to visit your room, please ask your nurse to contact Patient Access Services.

CAFETERIA HOURS:

Breakfast: 7:00 am—10:30 am
Lunch: 11:00 am —2:30 pm Mon-Fri
Lunch: 11:00 am—1:00pm Sat/Sun
Dinner 5:00 pm— 6:00 pm

You can visit the Cafeteria menu by visiting the Bartlett hospital website at <https://www.bartletthospital.org/Patient and Visitors/Cafeteria/Food & Nutrition>.

Bartlett Regional Hospital is a tobacco free facility and campus per CBJ Ordinance.

BARTLETT REGIONAL HOSPITAL

3260 Hospital Dr
Juneau, AK 99801
(907) 796-8900

Information for Patients and Families



*Access your PATIENT PORTAL
my B.E.H.R Care*

Provide Bartlett your email address first.
then visit our web site to register:
<https://www.bartletthospital.org>

While You Are Here:

Your room and location will depend upon your diagnosis and medical needs as well space available on the day you arrive. Emergencies or acute illnesses may affect our available space.

NURSING STAFF:

Your nursing care is provided by a staff of highly skilled professionals. All hospital beds are electrically adjustable and equipped with a nurse call button should you need assistance.

VISITORS:

We recognize the important role visitors have in the healing process. Visiting hours are open, but most appropriate from 11:30 am to 8:30 pm on the Medical/Surgical and Obstetrics units. Critical Care Unit and Mental Health Unit visiting hours are based on the needs of the patients. Please check with the nurse for details.

TELEPHONE SERVICES:

All patient rooms are provided with a telephone for your use. Friends or family may reach you by calling the hospital and requesting you by name. Incoming calls will be connected to your room until 10:00 pm. You may place a call from your room at any time by dialing 9 to get an outside line then entering the telephone number you wish to call.

MEALS:

Your physician will determine the diet best suited to you. In most cases, you will be able to select your own meals. Each morning you will receive a menu from which to select the following day's meals. Please complete your selection by 1pm. Always check with your nurse before eating any food brought in by family or friends.

CASE MANAGEMENT:

Our case management staff consists of nurses and social workers who will begin assisting you upon admission to the hospital to facilitate your discharge. We can provide information, referrals, crisis intervention, and other case management, discharge planning services, as well as reviewing your insurance plan.

We work collaboratively with all members of the multidisciplinary team to orchestrate safe, effective transitions through the healthcare continuum, and strongly believe the patient and patient's family are an essential part of that team.

We are located on the 3rd floor, next to the Medical/Surgical Department. Our main phone number is (907) 796-8580 (or ext. 8580 within the hospital or Bartlett House). You may also ask your nurse or physician for CM services.

INTERPRETER/TRANSLATOR:

Free interpreter/translator services are available to all patients with Limited English Proficiency and to those who are deaf or hard of hearing. Patients may ask any staff for access to these services.

FLOWERS, BALLOONS, MAIL and NEWSPAPERS:

Any flowers, mylar balloons, or mail addressed to you will be delivered to your room. Complimentary local newspapers are provided for patients. Mylar balloons are acceptable in the hospital. Latex or rubber balloons are no longer permitted because of increase in the occurrence of latex allergies.

OBSTETRICS Unit:

Bartlett Beginnings Patients: Obstetric patients are strongly encouraged to pre-register well in advance of the anticipated delivery date.

MENTAL HEALTH UNIT:

Please contact 796-8430 to make arrangements to visit, send flowers or mail to patients. All items brought in by visitors for patients will be examined by staff for your safety.

SAME DAY SURGERY PATIENTS:

Your physician's office will schedule a date for your planned procedure. Some procedures allow you to avoid an overnight stay in the hospital.

You will be contacted by a nurse that will review your medical history and provide you with pre-surgery instructions. The nurse will answer any questions you may have about your procedure.

1. Check-in with the Patient Access Services to pre-register for your service. (Main entrance)
2. Complete the pre-operative testing your physician has ordered as directed by the pre-operative nurse.

The morning of your procedure:

1. Check-in with Patient Access Services to finalize your registration and to receive placement of patient wristbands.
2. Report to the Same Day Surgery Unit.

Please arrive promptly for your scheduled procedure. Leave all valuables and jewelry at home. Gowns, robes and slippers will be provided for you. Be sure to arrange for a family member or friend to drive you home after discharge. Your physician will not allow you to drive.

GOING HOME

YOUR DISCHARGE:

Your caregivers will discuss your discharge plans with you as your recovery progresses. As soon as you learn when you will be discharged please make arrangements for transportation.

At the time of discharge, please wait for hospital staff member to assist you, usually with a wheelchair, to the exit. Remember to pack your personal belongings and reclaim any valuables you may have left with Patient Access Services.