

Patient Guide

ST. CLAIRE REGIONAL MEDICAL CENTER



The *care* you need. The *caring* you deserve.



6 Things You **Need to Know** During Your Stay With Us.



YOUR ROOM

To call your nurse or control your TV, use your hand-held call button. To adjust your bed, use the control buttons located on your bed rails. Most rooms include a phone for local calls. Dial “9”, then the number you are trying to reach.



IMMEDIATE ATTENTION

If your family members notice a change in your condition that our staff might not see, they should talk to the nurse right away to alert the Rapid Response Team.

Learn more on page 6.



PATIENT MEALS

Each day you will receive a menu to fill out with your options for the following day’s meals. *(The first meal after you’re admitted will be selected for you.)* Want a snack between meals or have a special request? Talk with your nurse.



VISITING HOURS

Family and friends are welcome to visit, but we ask they follow our visitor guidelines. If you’re not feeling up for visitors, just let your nurse know.

See pg. 10 for details.



WIFI

Free wireless Internet is available throughout the hospital for cell phones, tablets, and laptops. Look for “SCRGUEST” on your device and agree to the terms of service.



COMMUNICATION

We depend on you and your loved ones to tell us about how you’re feeling. Write down your concerns and please feel free to ask questions as often as you need to.

Contents

| | |
|--|-----------|
| A Message from Our President/CEO | 2 |
| Patient Safety | 3 |
| Things to Know During Your Stay | 4 |
| <i>Advance Directives.....</i> | <i>5</i> |
| <i>Meals & Snacks</i> | <i>7</i> |
| <i>Medical Records.....</i> | <i>5</i> |
| <i>Patient Identification.....</i> | <i>4</i> |
| <i>Patient Privacy</i> | <i>4</i> |
| <i>Personal Hygiene.....</i> | <i>6</i> |
| <i>Rapid Response.....</i> | <i>6</i> |
| <i>Spiritual Health.....</i> | <i>7</i> |
| Your Experience Matters (Concerns & Complaints) | 8 |
| Understanding Your Bill (Financial Services) | 9 |
| Information for Your Visitors..... | 10 |
| Planning for Discharge | 12 |
| After-Hospital Care..... | 13 |
| Hospital Services Directory..... | 13 |
| Patient Rights & Responsibilities | 14 |
| Parking Map..... | 17 |

Updated July 2020

Thank you
for putting
your *trust* in
us for your
medical care.



Donald H. Lloyd, II
President/CEO

We want your experience at St. Claire Regional Medical Center to be as safe and comfortable as possible. We urge you and your family to take an active role in your care to ensure that we are sensitive to your specific needs. Please use this guide as a resource during your stay, and don't hesitate to talk with your care team if you have any questions or concerns about your care.

It's our privilege to be your health care provider and an honor to care for you and your family.

Sincerely,



Donald H. Lloyd, II
President/CEO, St. Claire HealthCare

Proclaiming
**GOD'S
GOODNESS**
through a
**HEALING
MINISTRY**
to the people of
**EASTERN
KENTUCKY.**

- OUR MISSION -



St. Claire HealthCare is a not-for-profit
health system sponsored by the
Sisters of Notre Dame - United States

About Us



**All St. Claire HealthCare Services are
Accredited by The Joint Commission.**

St. Claire HealthCare (SCH) is an integrated healthcare system serving the people of Eastern Kentucky in an 11-county service region including Bath, Carter, Elliott, Fleming, Lewis, Magoffin, Menifee, Montgomery, Morgan, Rowan, and Wolfe counties. SCH includes the largest rural hospital in Northeastern Kentucky with 159 beds, seven family medicine locations, specialty physician practices, home care services, counseling services, and operates three retail services, including family medical supply, pharmacy, and aesthetics. In addition, we are an established training site for the UK School of Medicine's Rural Physician Leadership Program, as well as partners with UK HealthCare to offer services at the Morehead Cancer Treatment Center and Morehead Women's Healthcare.

To learn more about St. Claire HealthCare, visit us online at www.st-claire.org.

Your Safety is Our Priority

We're dedicated to making St. Claire Regional Medical Center a safe place for patient care and we want you to be our partner in care. You are the most important member of your care team. Know what's happening with your care, and how you can help us keep you safe.

Your Role in Patient Safety

- Provide your care team with accurate information about your current health condition and health history, including medications you are taking and allergies you may have.
- Pay attention and make sure you are getting the right treatments and medicines from the right hospital staff.
- Know your medicines and understand what they treat, why you need them, and how to take them for best results.
- Ask questions and voice concerns. If you are unable to speak up for yourself, designate a support person who can speak up for you during your stay.
- Learn about your medical condition, tests, and treatment options. If you have questions, make a list so you don't forget to ask your healthcare provider.
- Ask for help. We want you to maintain as much independence as possible during your hospital stay, but if you need help, press your call button for assistance.

Our Role in Patient Safety

- A member of your care team will check in on you regularly to monitor your vitals and ask about your condition. Each member of your care team is expected to introduce themselves by name and wear a St. Claire HealthCare ID badge.
- We will explain your condition and your care plan. If you have any questions, please feel free to ask your doctor for clarification.
- We will ask you about any allergies you may have and your reactions to the allergens. If you have an allergy, please alert your care team.
- A member of your care team will assess your risk for falling and take appropriate precautions to prevent a fall during your stay.
- Before administering medication or providing any type of treatment, we will check your wristband and ask your name and date of birth.
- We will wash our hands before and after touching any patient to prevent the spread of infection. Don't be afraid to ask if we have followed proper hand hygiene.



Protect yourself from falls

You may find yourself weak, dizzy, or unsteady on your feet. To keep yourself safe and avoid a fall, please follow these recommendations:

- Use your call button for help getting out of bed.
- Wear non-slip socks or footwear.
- Keep items like your remote, glasses, tissues, etc., within easy reach.
- If you use a wheelchair, make sure the wheels are locked anytime you get in or out of it and never step on the footrest.

Things to Know During Your Stay

Patient Identification

When you are admitted to the hospital, you're going to hear one question over and over ... What's your name and date of birth, please? We know it can be annoying to have to repeat your name and date of birth so often, but it's for your safety.

When you arrive, you will receive a wristband with your name, date of birth, and additional identifying information that you will wear at all times during your stay. Before we administer medication or provide any treatment, we will check or scan your wristband and ask you to verify your name and date of birth.



Patient Privacy (HIPAA)

St. Claire HealthCare is committed to protecting your patient privacy.

We are required by law to maintain the privacy of your protected health information and to provide you with a notice of our legal duties and privacy practices with respect to protected health information.

A full copy of our Health Insurance Portability and Accountability Act (HIPAA) statement is available at www.st-claire.org/hipaa.

Alarms

During your stay, you may hear several different beeps and buzzes in your room such as bed alarms, heart monitors, or medication pumps. Don't worry if you hear an alarm in your room. For your safety, please do not attempt to turn the alarm off yourself. If the alarm continues for several minutes, push your call button for assistance.

Cleaning

Patient rooms are routinely cleaned and disinfected. If you find your room requires cleaning during your stay, please notify a member of your care team.

Hourly Rounding

A member of your care team will be around to check on you every hour during the day, and every two hours at night. We understand how important rest is to your recovery, so if you're resting comfortably during our rounds, we will do our very best not to wake you. If you need additional help at any time, please use your call button to reach a member of your care team.

Infection Prevention

Prevent the spread of infection by washing your hands frequently using soap and water or using an alcohol-based sanitizer. Alcohol-based sanitizer is available in every patient room.

Internet

Free wireless Internet is available. Look for “SCRGUEST” on your device and agree to the terms of service for access.

Interpretation Services

606.776.3318

St. Claire provides face-to-face language and sign language interpretation through Stratus video remote interpretation (VRI).

Lost & Found

If you lose an item of value during your stay, please contact the nurse manager for assistance.

Medical Records

606.783.6570 | www.st-claire.org/myhealth

You have 24/7 access to your health information through St. Claire HealthCare’s MyHealth patient portal. If you don’t already have a MyHealth account, see page 16 to learn more about portal benefits and how to create your account.

Printed copies of your medical records, as well as diagnostic images (x-rays, CT scans, MRIs, etc.), can be requested in person by visiting the Health Information Management office (Medical Records) on the 2nd floor of the hospital. You can also request records by calling 606.783.6570.



Advance Directives

An advance directive (living will or durable power of attorney) gives you a voice in decisions about your medical care when you are unconscious or too ill to communicate. As long as you are able to express your own decisions, your advance directive is not used and you can accept or refuse any medical treatment. But if you become seriously ill, you may lose the ability to participate in decisions about your treatment and the advance directive will become effective.

You don’t have to have an advance directive, but we encourage all patients to consider creating a living will. We realize the decisions you will make for an advance directive are very difficult. Our staff are here to assist and support you and your family through this difficult part of a hospitalization. Healthcare providers, nurses, social workers, and our chaplain are available to discuss these decisions with you, your legally authorized representative, and/or your loved ones.

Federal law requires St. Claire HealthCare to ask each patient at the time of admission whether or not the patient has signed an advance directive.

Things to Know, *continued*



Personal Hygiene

Please ask your nurse if you need toiletries or assistance with personal hygiene needs during your stay. Here's a list of items that are available:

- Baby powder
- Bar soap
- Body wash
- Comb
- Denture cleaner
- Deodorant
- Hair pick
- Lip balm
- Lotion
- Mouth wash
- Razor
- Shampoo
- Shaving cream
- Tissues
- Toothbrush
- Toothpaste
- Wipes

Rapid Response

Sometimes a patient's condition suddenly gets worse and that could be a sign of a life-threatening medical emergency. Anyone who notices a sudden change in your condition can call for a "Rapid Response." The advanced trained personnel on the rapid response team will assess your condition and begin any necessary treatments.

Security

Security can be reached 24 hours a day, 7 days a week. To call from a hospital phone, press "9" then dial 783.6767.

Smoke-Free Campus

Smoking of all kinds including, but not limited to, cigarettes, e-cigarettes, pipes, and vape pens, and the use of smokeless tobacco is prohibited on all properties owned and leased by SCH, including buildings, parking lots, sidewalks, green spaces, and vehicles on SCH properties.

Telephone

A bedside phone for local calls is available in most rooms. To place a call from a patient room, including calls within the hospital, press "9" followed by the number. Your family and friends can reach your bedside phone by calling 606.783.6500 and following the menu options.

Television

Cable TV is offered in patient rooms. Ask your nurse for a channel guide.

Valuables & Personal Items

We recommend you send all valuables home when you are admitted. If that isn't an option, ask your nurse to place your valuables in the hospital safe. St. Claire HealthCare is not responsible for, nor does it assume responsibility for, the loss, theft, or damage of money, jewelry, glasses, dentures, hearing aids, documents, clothing, or other items of personal property unless deposited in the hospital safe for safekeeping.

Whiteboard

Your nurse will use the whiteboard in your room to write the names of those who will be caring for you during each shift. You can also use this board to communicate with your care team.

Caring for Your Spiritual Health

We realize illness affects people in many ways. It's important to us that you have the spiritual and emotional support you desire, regardless of faith or religious affiliation. Our chaplains are available to you and your family and may check in on you during your stay with us. If you would like to request a visit with a chaplain, sacramental care, a Bible, or religious reading material, please call 606.783.6735 or ask your nurse to contact the chaplain. The chaplain will also be happy to help you contact a particular faith group if you wish. Members of your clergy are welcome to visit you during your stay if you request. *(You can contact a chaplain yourself by calling 606.783.6735. Nights and weekends, call 606.783.6500 and press "0" to request the chaplain on call.)*

Chapel

St. Claire HealthCare's chapel is located on the second floor of the hospital and is available for reflection and prayer. It is open Monday – Friday, 7:30 a.m. – 5:00 p.m. If you would like access to the chapel on evenings or weekends, call 606.783.6767 to ask Security to let you in.

Religious Services

Catholic Mass is offered during the week on a varying schedule. Call Pastoral Care at 606.783.6735 for times. All are welcome to attend.



Meals & Snacks

Each day you will be given a menu meeting the dietary requirements prescribed by your doctor so you can select your meals for the following day. *(The first meal after you're admitted will be selected for you.)*

Gluten-free, kosher, and vegetarian meals are available upon request.

Breakfast, lunch, and dinner will be delivered to your room. *(Delivery times will vary by unit.)* Want a snack between meals or have a special request? Talk with your nurse.

Your Experience Matters

At St. Claire HealthCare we are committed to providing quality safe patient care in a way that meets your needs and expectations. Are you receiving the care you need and the compassion you deserve? If at any time during your stay with us you feel your needs or expectations are not being met, we want to know.

Concerns & Complaints

606.783.6591 | patientexperience@st-claire.org

Patient experience specialists are available from 8:00 a.m. to 4:30 p.m., Monday through Friday to facilitate communication and help patients voice their questions, compliments, and concerns regarding their care. If you need assistance after hours, tell your nurse you would like to speak with the house coordinator.

If we are not able to find a solution to your concerns, you have the right to contact the State Office of Inspector General or The Joint Commission. Contact information is provided below.

Office of Inspector General

61 Wilkinson Blvd.
Frankfort, KY 40601
800-372-2973

The Joint Commission Office of Quality Monitoring

One Renaissance Blvd.
Oakbrook Terrace, IL 60181
800-994-6610
complaint@tjc.org

After Your Stay

We are always looking for ways to improve our patients' experience and you can help.

If you receive a survey after your visit, we encourage you to fill it out honestly so we can learn what we're doing right, and how we can improve to better serve our patients.

All responses are confidential.



Surveys are administered by
Press Ganey Associates, Inc.



Understanding Your Bill

You can expect to receive multiple bills for your hospital stay. Understanding healthcare bills can be overwhelming so it's important to keep copies of all of your statements and bills together and carefully review each one as it arrives.

You will receive a hospital bill that will include (but is not limited to) facility charges such as room and board, nursing services, laboratory services, and medical supplies related to your treatment. You will also receive additional bills from the physicians involved in your care which may include emergency physicians, radiologists, and other specialists.

We will submit claims to your insurance company(s) on your behalf, providing we have all the necessary information. After your insurance company sends payment, we will send you a bill with the balance due. You will be responsible for any amount not paid by your insurance company(s) within 45 days, except where specifically prohibited by law. (*Payment will be expected on the day of service for co-payments, deductibles and/or co-insurance as your insurance provider requires.*)

Financial Assistance

If you don't have health insurance or are under-insured, the St. Claire HealthCare Assistance Program may help pay for all or part of your hospital services. Please contact a financial counselor by calling 606.783.6554 for an application or additional information within 30 days of your stay. Applications are also available online at www.st-claire.org/financialservices.

Need help?

We understand that healthcare bills can be complicated. That's why we're here to help.

If you have questions about a bill you've received, or are having trouble paying your bill, please let us know.

You can speak with a member of our financial services team by calling 606.783.6554.

Prefer to meet with someone face-to-face? In-person appointments are available. Call the number listed above to schedule an appointment.

Make recovering at home easier.

Be sure you have the home medical equipment you need to keep you safe and improve your quality of life.



244 Kroger Center Dr., Morehead | 606.784.2414



Medical Beds | Bedside Commodes | Shower Chairs | Oxygen | Wheelchairs & Walkers | Safety Aides | And More!

Information for Your Visitors

We understand the important role family and friends play in the healing process, but we also know our patients need a quiet and restful environment for a speedy and effective recovery. We ask for your cooperation by following these visitor guidelines.

**Visitation policies and visiting hours are subject to change.*

- If you are ill ... have a fever, cold, the flu, a respiratory infection, or symptoms of a gastrointestinal illness we ask that you postpone your visit until you have been symptom-free for 24 hours to protect the safety of our patients.
- Limit two (2) visitors per patient at a time.
- Children under the age of 14 must obtain permission from the unit nurses' station prior to visiting and must be accompanied by an adult.
- Wash your hands with soap and water or an alcohol-based sanitizer before entering and upon exiting a patient's room. Hand sanitizer is located inside and outside of each patient room.
- Please be considerate of other patients and keep noise to a minimum.
- Visitors may be asked to leave a patient room during an emergency or other treatment situation.
- Appropriate dress is requested for all visitors, including shirt and shoes.

Visiting Hours

3 Central & 3 North

Noon - 5:00 p.m.

Inpatient Rehabilitation

Restricted. Call for details.

Intensive Care (ICU)

9:00 - 11:00 a.m.

Labor & Delivery

Restricted. Call for details.

Post-Operative

Noon - 5:00 p.m.

Progressive Care (PCU)

9:00 - 11:00 a.m.

Transitional Care

Restricted. Call for details.

Café

Open 6:30 a.m. - 7:30 p.m.

The St. Claire Café, located on the second floor of the hospital, offers an array of dining and snack options. The café menu features hot breakfast, lunch, and dinner options during the meal times listed below. A variety of sandwiches, salads, and other à la carte items, as well as beverages and snacks, are available anytime the café is open.

Meal Times

Breakfast: 6:30 - 10:00 a.m.

Lunch: 11:00 a.m. - 2:00 p.m.

Dinner: 4:30 - 7:00 p.m.

Gift Shop

The St. Claire Gift Shop, located on the first floor of the hospital, carries a variety of items including cards, toiletries, candy, flowers, home décor, and gifts for people of all ages. The gift shop is open daily, including weekends. Hours vary.

For your convenience, a selection of items are available for purchase online at www.st-claire.org/giftshop for delivery to patient rooms.

PATIENT *care* UPDATES

The Family & Friends Connection makes it easy to get secure updates on your loved one's care even when you can't be at the hospital.

family.st-claire.org

Secure access code required.



Patient Care Updates

606.783.6500 | family.st-claire.org

Anyone who has had a loved one hospitalized knows how stressful it can be when you can't be by their side. We want you to be comfortable stepping away knowing updates are easily accessible.

St. Claire's Family & Friends Connection makes it easy to get secure updates on a patient online at family.st-claire.org. An access code is required to log in. All information is secure and codes are only provided to individuals the patient authorizes.

You can also call the nurses' station for updates. You can reach the nurses' station by calling 606.783.6500. Press "0" to reach the operator and ask to be transferred to the patient's unit.

To maintain patient confidentiality, the information we are able to give over the phone is limited. A privacy code chosen and shared by the patient is placed in the patient's Electronic Medical Record (EMR) and confidential information is only shared with those who know this privacy code.

We encourage patients to identify a single spokesperson who can share information with family and friends.

Vending Machines

Vending machines are available for your convenience.

- 1st Floor: Near Main Elevators and Gift Shop
- 3rd Floor: North Waiting Room



**SMOKE
FREE**
C A M P U S

To protect the health of our patients, visitors, and staff, smoking, vaping, and the use of smokeless tobacco products is prohibited on all properties owned or leased by St. Claire HealthCare.

Planning for Discharge

We understand you are probably anxious to return home after your hospital stay, but we need your patience while we coordinate your discharge. The discharge process requires coordination between many members of your care team and close attention to detail to be sure all of your follow-up care has been planned accordingly. While you wait, be sure you can check off all the applicable items on this discharge checklist.

Discharge Checklist

- Have you received discharge instructions including special instructions for any needed follow-up care? Did you ask questions to be sure you understand those instructions clearly?
- Do you need someone to assist you at home? Do they understand the type of care you will need, what to look for if your condition changes, when to call for help and whom to contact?
- Have you received instructions on how to operate any required medical equipment?
- Have you received your medications through the Meds-to-Beds program (see below for details) or have you received prescriptions for any new medications? Do you understand what each medication is and why you are taking it? Have you talked with your doctor or a pharmacist about any possible interactions?
(If you receive a list of your current medications, keep this list and take it with you to your follow-up appointment.)
- Do you have all of your personal items? If you deposited valuables in the hospital safe, ask your nurse to retrieve those items for you.

Why make an extra stop at the pharmacy?

With our Meds-to-Beds program you can have your medications delivered to your hospital room before you leave.

Our pharmacists will make sure you get the right medications and prescription education, all while saving you the hassle of making an extra stop on your way home.



After-Hospital Care

While being discharged means going home to recover for many of our patients, for some, it may not be so simple. If your hospital stay was a result of an injury or illness that has changed your lifestyle, you may need additional after-hospital care. After-hospital care options through St. Claire HealthCare include:

- **Home Medical Equipment** - You may be able to safely return to your home with the aid of specialized medical equipment ordered by your physician. This could include crutches, a walker or wheelchair, a bedside commode, or a hospital bed.
- **Home Health** - If your physician believes you are able to return home, but need assistance including continued in-home medical care, St. Claire HealthCare's Home Health can help. Our team of home health professionals includes physicians, nurses, physical therapists, personal care aids, and more. Just like during your hospital stay, your care team will be customized to meet your specific needs.
- **Skilled Nursing/Rehabilitation** - If your ability to participate safely in self-care and regular activities has decreased, your physician may recommend a skilled nursing or rehabilitation facility. St. Claire HealthCare offers both options on the 5th floor of the hospital. Our team of medical and rehabilitation experts will design a custom rehabilitation program to get you back home or to the next level of care as quickly as possible.
- **Palliative Medicine** - Our team helps patients cope with serious illness, including side effects of medical treatments, fears about the future, and even caregiver stress.
- **Hospice** - This is a program for terminally ill patients and families. Care is usually provided in the home. Examples of the available services include pain control, symptom management, spiritual support, and bereavement services for family members.

Additional after-hospital options could include a long-term nursing home, assisted living, or an independent living community.

Social services or a social service consult are available to help you and your family evaluate options, locate resources, and will be happy to address any questions and concerns you have. If you would like speak with your case manager, ask your nurse manager to help schedule an appointment, or call 606.783.6590. Case managers are available Monday - Friday, from 8:00 a.m. to 4:30 p.m.

St. Claire Home Health and Hospice services are available in Bath, Carter, Elliott, Fleming, Lewis, Menifee, Montgomery, and Rowan counties.

Hospital Services Directory

St. Claire HealthCare

606.783.6500

www.st-claire.org

Appointments

606.784.6641

www.st-claire.org/appointment

Billing

606.783.6522

Gift Shop

www.st-claire.org/giftshop

Home Medical Supplies

606.784.2414

Interpreter Services

606.776.3318

Lost & Found

606.783.6796

Medical Records

606.783.6570

healthrecords@st-claire.org

Pastoral Care

606.783.6735

Patient Experience

606.783.6591

patientexperience@st-claire.org

Security

606.783.6767

Social Work

606.783.6590

Know Your Rights & Responsibilities

The Mission of St. Claire HealthCare is to proclaim God's goodness through a healing ministry to the people of Eastern Kentucky. Through living our mission, we emphasize the importance of human dignity and social justice. The respect for human dignity and social justice includes respecting your rights as a patient.

Below are your Patient Rights and Responsibilities.

Patient Rights

St. Claire HealthCare believes that as a patient, you have the right to:

- Receive considerate and respectful care and to be free from all forms of abuse and harassment.
- Receive considerate, respectful, and compassionate care regardless of your age, gender, race, religion, national origin, physical or mental disability, sexual orientation, culture, language, or ability to pay.
- Be well informed about illness, possible risks, benefits, alternatives, and treatment outcomes. You have the right to discuss this information with your healthcare provider and to know the name of the person treating you. You have the right to consent or decline to take part in experimental research that affects your care.
- Participate in the development and implementation of the plan of care and in the decision about receiving or refusing care. You have the right to have your advance directives followed, provided they are not in conflict with St. Claire HealthCare's philosophy and policies.
- Receive the care that is necessary for proper diagnosis and treatment of your illness or injury. You have the right to receive information about pain and its relief, and to receive a response to reports of pain.
- Expect that our healthcare facility and those caring for you will respect your personal privacy and keep information about your medical care

confidential. You have the right to expect that treatment records are confidential unless you have given permission to release information or reporting as required or permitted by law.

- Be free from seclusion and restraints of any form that is not medically necessary or is needed to ensure your physical safety.
- Review your medical records and disclosures of health information, request amendment to, and obtain copies, with some exceptions, in accordance with law and regulation.
- Receive answers to questions about fees and expenses. When possible, you will be told if recommended services are not covered by payers.
- Know our healthcare policies that apply to your conduct as a patient.
- Be informed about available resources for resolving disputes, grievances, and conflicts, such as the Ethics Committee and Director of Patient Experience.
- Receive the visitors whom you designate, whether a spouse, a domestic partner, another family member, or a friend, and withdraw or deny such consent at any time. Visitors may be restricted in an emergency or in other treatment situations.

Patient Responsibilities

St. Claire HealthCare believes as a patient, you have the responsibility to:

- Be respectful to all caregivers and other staff members.
- Be considerate of other patients and visitors and to assist in the control of noise and number of visitors in your room.
- Provide information about your health, including past illnesses, hospital stays, and the use of medicines and supplements. You are

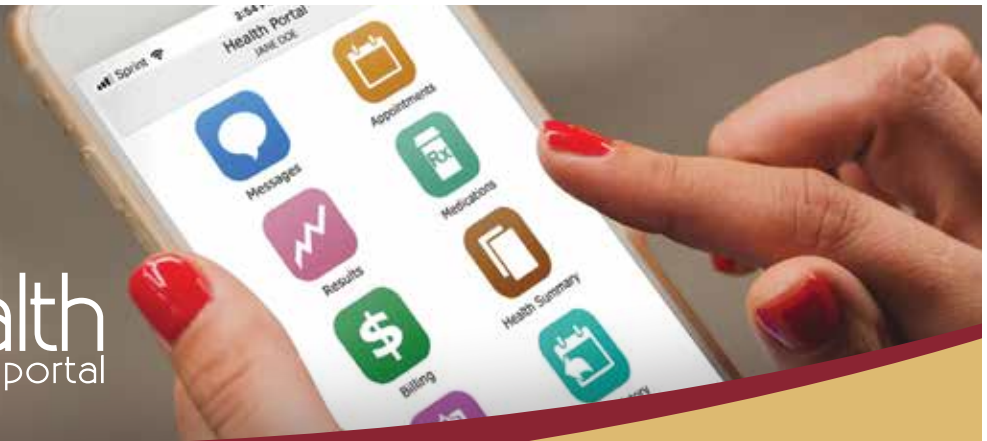


responsible for asking questions when you do not understand information or instructions. Follow the treatment plan prescribed by your healthcare provider and for indicating whether or not you clearly understand the possible outcome.

- Accept the consequences if you refuse treatment or do not follow the healthcare provider's instructions.
- Provide information for insurance and for working with St. Claire HealthCare to arrange payment.
- Follow St. Claire HealthCare rules that affect your care and conduct.
- Be respectful of the property of others and of the St. Claire HealthCare facility.

Children and Adolescents: Minors have the same rights and responsibilities as adult patients. To the extent they can comprehend and participate, minors should be included in their plan of care. Parents or guardians execute the patient's rights and responsibilities on behalf of the minor and receive needed information concerning the minor. Questions concerning care or other issues may be addressed to the healthcare provider by the parent/guardian.

Prisoners: Prisoners, by virtue of their incarceration, have restrictions placed upon the rights as outlined herein. In order to provide for the security and safety of other patients, SCH staff, and correctional facility employees, special security measures are observed while providing care to prisoners. Unless otherwise prohibited, all Rights and Responsibilities are in effect for prisoners.



Secure 24/7 Access to Your St. Claire Medical Record

Securely access **ALL** your St. Claire HealthCare information from your computer or mobile device when and where you need it through our integrated MyHealth patient portal.



Request An Appointment



View Lab Results & Reports



Request Prescription Refills



View & Pay Your Bill



Message Your Healthcare Team



View Your Visit History



Receive Care Reminders

For assistance or questions about your medical record, call **606.783.6570** or email **healthrecords@st-claire.org**.

Don't have an account? It's easy to enroll.

STEP 1

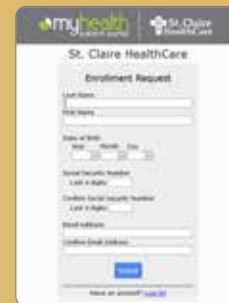
Go to st-claire.org/enroll, scan the QR code below, or download the portal app.

See below for more information on the app.



STEP 2

Complete the enrollment request and click submit.



STEP 3

Check your email.

Your temporary login ID and password will be sent from noreplymyhealth@st-claire.org.



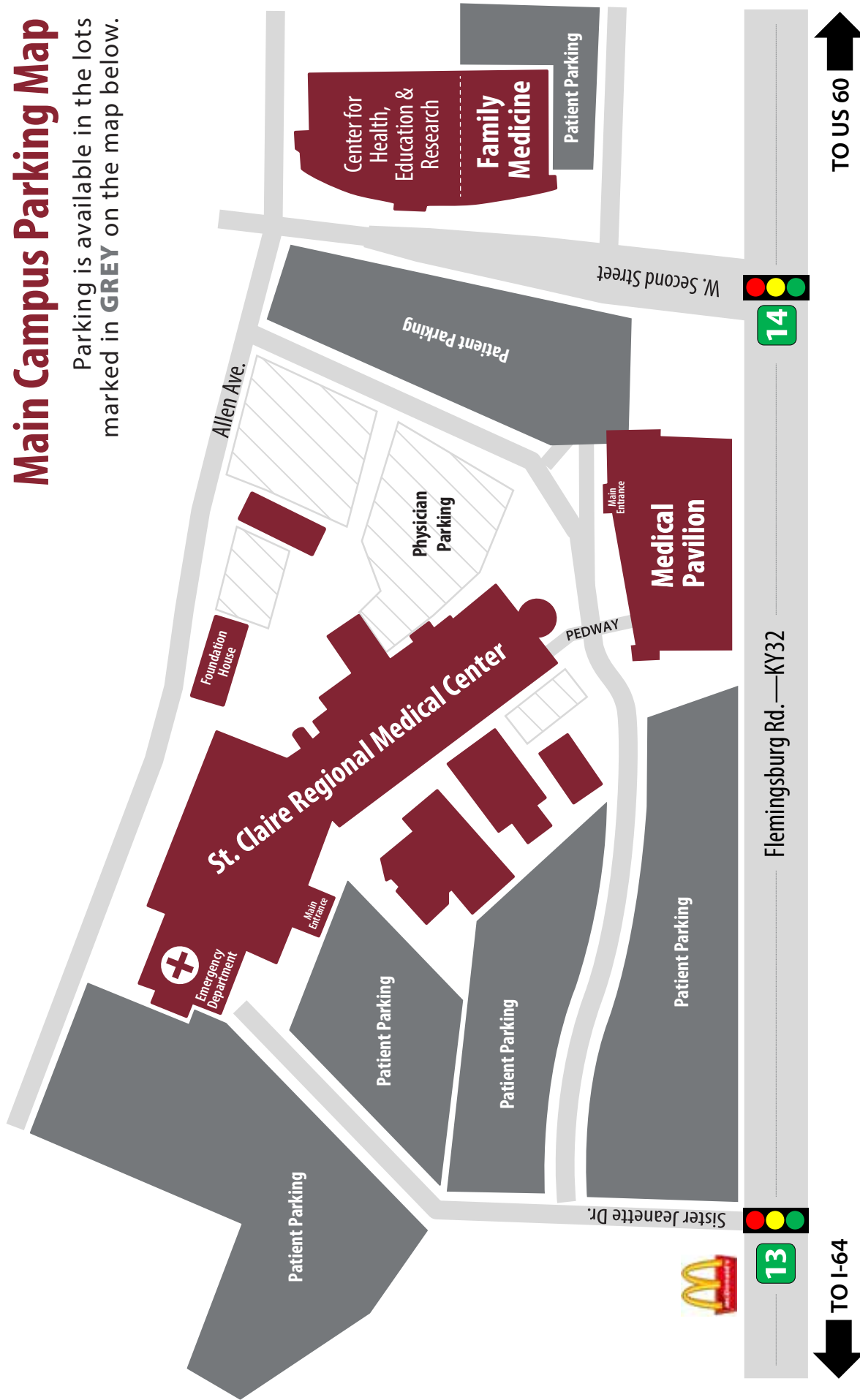
Get the MyHealth app!

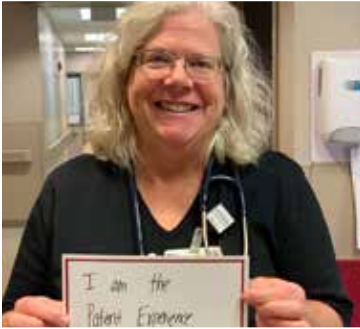
Go to st-claire.org/myhealthapp or search for **MEDITECH MHealth** in the Apple Store or Google Play.

Other approved apps may be used to access your health information. Contact Health Information Management for assistance.

Main Campus Parking Map

Parking is available in the lots marked in **GREY** on the map below.





The *care*
you need.

The *caring*
you deserve.

Our team is committed to making each visit with St. Claire HealthCare an exceptional experience for you.

St. Claire HealthCare

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