Welcome to Denver Health Medical Center

Thank you for putting your trust in us to care for you. We will do all we can to meet your needs and restore your health. We will work with you and your family to put together a care plan you understand and that works for you. It is our mission to always provide you with high-value, compassionate care and to treat you as a whole person, not just the injury or illness that has brought you to the hospital. We offer a wide range of medical and surgical services in state-of-the-art facilities with advanced technologies.

This booklet gives you an overview of the services at Denver Health. It is also a tool to help you while you are at the hospital and to help you prepare for leaving the hospital.

Sincerely,

Arthur Gonzalez, Ph.D.
Chief Executive Officer, Denver Health
During your stay

Colors of Denver Health

You can recognize us by the colors we wear, showing the role we each play in your bedside care.

- **Royal Blue**
  - Registered Nurse (RN)

- **Ceil Blue**
  - Certified Nursing Assistant (CNA)
  - Nurse Intern, Technician,
  - Healthcare Technician, Healthcare Partner, Laboratory Technician,
  - Phlebotomist, Psychiatric Technician, Therapy Aide

- **Caribbean Blue**
  - Licensed Practical Nurse (LPN)

- **Misty Green**
  - Registered Dietitian,
  - Diet Technician

- **Navy Blue**
  - Environmental Services

- **Heather Gray (polo shirt)**
  - Physical Therapist, Physical Therapist Assistant, Occupational Therapist, Occupational Therapist Assistant, Speech Therapist, Outpatient Therapist

- **Graphite Gray (polo shirt)**
  - BioMedical Engineering

- **Black**
  - Respiratory

- **Rich Purple**
  - Laboratory, Radiology, Pharmacy

- **Brown**
  - Patient Transporter

- **Khaki**
  - Laundry

- **Eggplant**
  - Central Supply

- **White (polo shirt)**
  - Distribution Services — Couriers

- **Forest Green (polo shirt)**
  - eHealth Services
  - Volunteers

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Denver Health is a Non-Smoking Facility

For the health and safety of our patients and families, smoking is not allowed on the Denver Health campus. If you need a nicotine aid, please talk to your nurse. If you want to quit smoking and need help, call the Colorado Quitline at 1-800-784-8669 or visit quitline.org.
Room Telephones

To call someone outside of the hospital from your hospital phone, dial 9, the area code, and then the number. For assistance, dial 0 for the hospital operator.

Long distance calls can only be made by calling collect or using a calling card. Personal cell phones can also be used to make phone calls.

Wireless Internet Access

Denver Health provides free wireless Internet access to all patients and visitors.
**Personal Belongings**

If you have valuables with you, please send them with a family member or friend during your stay. Denver Health is not responsible for and cannot guarantee the security of personal property. If you would like for the hospital to lock up your valuables, they can be turned into the cashier daily, 8 a.m. – 5 p.m. Call 303-602-6740.

If you arrived at the hospital through the Emergency Department, your valuables may be locked in the cashier’s office.

**For Items Kept in Your Room**

Contact lenses, eyeglasses, hearing aids and dentures should be stored in your bedside stand when not in use. Please don’t leave them on your bed or food tray. They can be lost or damaged if left on the bed or food tray.

**Food Service**

Room Service dining is provided to patients during the hours of 6:30 a.m. to 7:00 p.m. All menu items are available during these hours based on dietary restrictions. Once meals are ordered they will be delivered to patient rooms within 45 minutes or at a specific time, if requested. Check the menu in your room for meal selection and directions on how to order. For questions about your diet or food order, please ask the room service operator or dietitian to assist you.

**Chaplain and Spiritual Care Services**

Denver Health chaplains provide spiritual support and comfort to patients and their loved ones. Hospital chaplains serve people of all religions and beliefs and are available 24 hours a day.

A clergy of your choice is always welcome to visit. If you would like to have a visit by a spiritual care provider, please call 303-436-6427. You may also call the hospital operator by dialing 0 on your hospital room phone and asking to have the on-duty chaplain paged.

Denver Health’s interfaith chapel is located on the second floor of Pavilion A. It is open 24 hours a day.
Telephone Directory
Cashier/Lost and Found – 303-602-6740
Chaplain – 303-436-6427
Clinical Social Work – 303-436-7390
Medical Records – 303-602-8000
Nutrition and Food Services – 303-602-7500
Operator – Dial 0 from a DH telephone or 303-436-6000 from an outside phone
Patient Advocate – 303-602-2915
Patient Financial Services – 303-602-2300
Security – 303-603-3000

Visiting Hours
Denver Health welcomes you to have friends and family visit you while you are in the hospital. For your health and healing, visitors are encouraged to leave by 8 p.m. each day. Due to the needs of certain patient populations, some care areas may have different visiting hours. Check with your nurse for visitation hours. When a patient needs to rest at any time during the day, visitors may be asked by a nurse or doctor to leave the patient’s room.

To help us maintain a healing, quiet hospital for all of our patients, please share the following information with people who plan to visit you:
• Do not visit with a cold, sore throat or fever.
• Please wash hands or use hand sanitizer before entering the room and ask everyone else (including health care providers) to do the same.
• Keep visits short. Rest promotes healing.
• Please keep the number of people at the bedside to one or two visitors at all times.
• Speak quietly.
• Please sit on the chair provided in the room, not the bed.
• Check with the patient’s nurse before bringing food, drinks, vitamins, food supplements or medicines to a patient.
• Please use the public rest rooms instead of the one in the patient’s room.

Language Services
Denver Health provides free interpreter services for more than 150 languages. These services may be provided by an in-person interpreter, over video conferencing, or through the telephone. Please ask your caregiver for help requesting free interpreter services.
For Your Visitors

Cafeteria
The Good Day Café is located in the basement of Pavilion A and provides complete meal services.
Monday - Friday, 6:30 a.m. – 6:30 p.m.
Weekends and holidays, 6:30 a.m. – 2 p.m.

Coffee Shop
Specialty coffees, snacks, salads and sandwiches are sold at the Main Street Café Coffee Shop located on the first floor of Pavilion B.
Monday - Friday, 6:30 a.m. – 8 p.m.
Weekends, 6:30 a.m. – 2 p.m.

Gift Shop
The gift shop (Main Street @ Denver Health) is located on the first floor of Pavilion B. Some of the items available include gifts, floral arrangements, snacks, beverages, personal items, baby items and magazines.
Monday - Friday, 9 a.m. – 8 p.m.
Saturday and Sunday, 10 a.m. – 4 p.m.

Please ask visitors not to bring food into your room without first checking with the nurse or doctor.

Young Visitors
When children come to visit in the hospital, please make sure they are supervised by an adult at all times. For the child’s benefit, please check with the nurse before bringing a child into a patient’s room. Several child-friendly areas are available in the hospital for children who have an adult with them:

Thunder Zone
The Thunder Zone is a resource center with two computers and a printer. The center is open Monday – Friday, 9 a.m. – 4 p.m., and is located in the glass atrium on the first floor of Pavilion C, in between the gift shop and security desk.

Kids Zone
The ZONE is a therapeutic and educational kid-friendly room for pediatric patients and their families as well as for children visiting adults in the hospital. The ZONE is designed to meet the special needs of children. The ZONE is located in two separate areas on the first and second floor of Pavilion C and features spaces for relaxing, playing and learning.
Partners in Safety

Denver Health is committed to proving safe, excellent care for our patients. Our care teams focus on safety with every part of your treatment. Health care is safest when the patient and family are involved. We invite you to be our partner in safety as we care for you. You are the most valuable member of our safety team. While you are at Denver Health, you can help us give you the safest care possible by:

1. Identifying Yourself
   - Wear your ID bracelet/wrist band
   - Check the band and make sure the information is correct
   - If the print becomes hard to read or the band comes off, ask for a new band
   - Remind staff to check your ID band before they give you medicine or provide treatments, surgery or tests
   - When you have your blood work drawn, the staff will label the lab tubes at your bedside
   - Expect the care team to introduce themselves and say your name when they come in your room
   - If you don’t see staff wearing an ID badge, ask who they are. Every member of the team is expected to wear an ID badge

2. Help us prevent the spread of infections
   - Discuss the treatment plan with your care team
   - Hand washing is the very best way to prevent or stop the spread of infections
   - Wash your hands often, including after using the bathroom and before eating
   - If you do not see members of the care team wash or use foam, ask them to do so before any treatment or before giving you care or medicines
   - Remind visitors to wash their hands as well
   - If visitors have a cold, flu or upset stomach, ask them not to visit until they feel better

3. Learning about the medicines you are taking
   - Members of the care team should always ask your name and check your ID band before giving you medicine
   - If a medicine looks new to you or looks different from your usual dose, ask us to check it
   - If you are not sure about why you are taking a medicine, ask us to explain how it will help you
   - Tell us about any food or drug allergies you have. Also tell us if you have other allergies to other things such as latex or tape
   - Do not take any medicine you have brought with you unless your care provider advises you to do so. Ask a friend or family member to take them to your home
   - Tell us about the vitamins, herbs or other medicines that you take
   - When you are ready to go home, be sure you know all of the medicines you will be taking at home. We will give you a list which should also include all vitamins and herbs. If a medicine is not on the home list, check with your care provider before taking it
4. Help us share your treatment with family and friends according to your wishes

- Keep us informed of who we can discuss your illness with. It is best to identify one spokesperson who will speak to family and friends and honor your wishes and requests
- Ask the chosen spokesperson to be with you when your illness and treatment are discussed by the care team
- If you would like to discuss your care in private, ask your care team to find a private place for discussions about your treatment
- If you have an advance directive or living will, be sure to give us a copy. Discuss your wishes with your care team
- If you would like more information about an advance directive, ask a member of your care team

5. Learning about your illness

- Discuss the treatment plan with the care team
- Ask questions about your care
- Please speak up if you do not understand or agree with the treatment or test
- If you would understand health information better in another language, ask for an interpreter
- Share your concerns with us. We are here to help
- If your treatment requires special equipment, ask us to explain how it works and if there are any safety measures that you need to know
- Help us manage your pain by keeping us informed of your discomfort
- Most pain can be controlled if the treatment is started early and closely watched
- Keep us up-to-date on any change in your pain level
- Tell us what works best for you

6. Staying safe in your room. Most falls happen at night when patients get up to use the bathroom

- Use your call light and ask us to help you get in or out of bed
- Wear your eye glasses or keep them within reach at all times
- Keep your room well lighted when you are up walking around
- Wear rubber-soled slippers or socks when you are out of bed
- Ask us to remove items that are a hazard or obstruct your movement in the room
- Ask us to assist you with bathing or a shower if you need help
- If you have an urgent need, use the call light and tell the staff that you need help right away. Please let us know what you need so we can bring it to you
- Before you get out of bed make sure the bed is in the lowest position
- Stand up or sit down slowly to prevent being light-headed or dizzy
- Do not attempt to get out of bed by sliding between the side rails or by climbing over them. Ask the staff to assist you
Notice of Privacy Practices
Your medical information is private. We strive to protect your health records when you are in
the hospital and when you are being seen in any of our clinics. We will use your records to
care for you, to bill for care, to run the hospital and to comply with the law. Denver Health will
provide you with a copy of our Notice of Privacy Practices that informs you about the ways
Denver Health uses information from your private health records. The Notice also explains
your rights and the ways we protect your records.

Requesting Your Medical Records
Denver Health is happy to provide you with a copy of your medical record. To request a copy of your
medical record, you or someone you designate must complete an “Authorization for Disclosure of
Health Information” form.

Only the patient, parent/legal guardian, or the patient’s legal representative can sign the form to
release medical records in order to protect your privacy. The authorization form must be legible
and complete in order for us to process your request. You may request a form from your nurse,
or forms are available on the Denver Health web site. You may also contact the medical records
department directly:

Address
Health Information Management
301 W. 6th Ave., Mail Code 0296
Denver, CO 80204
Phone: 303-602-8000
Fax: 303-602-8003
Accessibility Features for Disabled Persons

Denver Health and all of its programs are accessible to and useable by disabled persons, including persons who are deaf, hard of hearing, or blind, or who have other sensory impairments.

Access features include:
- Convenient off-street parking designated for disabled persons.
- Curb cuts and ramps between parking areas and buildings.
- Level access onto the first floor with elevator access to all other floors.
- Fully accessible offices, bathrooms, waiting areas, cafeteria, and patient treatment areas, including exam rooms and patient wards.
- A full range of assistive and communication aids for persons who are deaf, hard of hearing, or blind, or with other sensory impairments. There is no charge for these aids. Some of these aids include:
  - Qualified sign language interpreters for persons who are deaf or hard of hearing.
  - A twenty-four hour (24) telecommunication device (TTY/TDD) which can connect the caller to all extensions and portable (TTY/TDD) units.
  - Flash Cards, alphabet boards, and other communication boards.
  - Readers and taped material for the blind and large print materials for the visually impaired.
  - Assistive devices for persons with impaired manual skills.

If you require any aids or other accessibility assistance, please tell the receptionist, your nurse, or your care provider.

Denver Health does not exclude, deny benefits to, or otherwise discriminate against any person on the ground of race, color, or national origin, or on the basis of disability or age in admission to, participation in, or receipt of the services and benefits under any of its programs and activities, whether carried out by Denver Health directly or through a contractor or any other entity with which Denver Health arranges to carry out its programs and activities. In case of questions, please contact our Section 504 Coordinator at 660 Bannock Street, MC 5015, Denver, CO 80204; Telephone: 303-602-4930; Fax: 303-602-4934; or see http://denverhealth.org/ForPatients.aspx for additional information.
Medical Decision Making and Advance Directives

You have the right to receive or to refuse any recommended medical treatment, unless care is ordered by a court. In an emergency, Denver Health will assume you want us to provide life-saving medical care, unless you have told us something different in an Advance Directive. An Advance Directive is a written instruction from you to your care providers to tell them what your care wishes are in the event you become too sick to tell them yourself at a later time. If you have an Advance Directive, Denver Health will follow those instructions as long as the Advance Directive is valid and available to your care providers.

Denver Health staff can help you make an Advance Directive if you want one. If you decide to make an Advance Directive, you can always cancel it or change it at any time if you change your mind.

If you already have an Advance Directive, be sure to let your doctor and nurse know. You should also tell your family and friends if you have an Advance Directive and talk with them about what kind of care you want in case you become too sick to tell your doctors yourself.

There are different types of Advance Directives that you can make, depending on what type of instructions you want to give. These include:

Medical Durable Power of Attorney (MDPOA)

A Medical Durable Power of Attorney allows you to designate a specific person to make health care decisions for you if you become unable to make your own medical decisions at a later time. The person you choose should be a close family member or friend who knows your care wishes. You can also include some instructions to your MDPOA on the form to tell the person what your care wishes are.
Cardiopulmonary Resuscitation (CPR) Directive
A CPR Directive is an Advance Directive that allows you to refuse resuscitation. CPR means the measures taken to revive someone whose heart and/or breathing has stopped by using special drugs, machines or very firm pressing on the chest. If your heart or lungs stop, your consent to CPR is presumed. However, if you have a CPR Directive refusing resuscitation and your heart or lungs stop, then paramedics, doctors, and other care providers will not press on your chest or use breathing tubes, electric shock, or other procedures to get your heart and lungs working again.

If you already have a CPR Directive and you are having surgery or a major procedure at Denver Health, your doctor may talk to you about whether your CPR Directive should be in effect during the procedure and immediate recovery so that your doctor can make sure you do well throughout the procedure. If your doctor does not have a chance to talk with you about this before the procedure, your CPR Directive will not be in effect during the procedure and immediate recovery. If you do not want your CPR Directive suspended during your procedure, please tell your doctor.

Living Will
A Living Will is an Advance Directive telling your doctors what amount of life support measures you want them to use to keep you alive if you have a terminal condition or are in a persistent vegetative state. Your Living Will can tell your provider, for example, not to keep you on a ventilator (breathing machine) to keep you alive or not to continue artificial nourishment (feeding tube).

Medical Orders for Scope of Treatment (MOST)
MOST is a form that summarizes your choices for life-saving treatments including CPR, antibiotics, artificial hydration and nutrition and other treatments. If you have a chronic or serious illness and you are in frequent contact with health care providers, you may want to create a MOST. When it is signed by you and your doctor, it is treated as medical orders.

Organ Donations
Donating organs, eyes or tissue can help save lives. If you want to share the precious gift of life by donating organs, eyes or tissue, please make your wishes known to your family. You should also sign the back of your driver’s license to agree to donate organs.

You may register to donate at coloradodonorregistry.org or by calling 1-888-256-4386.
Financial Assistance

Enrollment Services
If you don’t have health insurance or you have concerns about your medical coverage, we have enrollment specialists who can help you. Denver Health Enrollment Specialists can work with you to see if you qualify for programs that will help cover the cost of your health care.

They can talk with you about the different programs available, including, Medicaid, the Child Health Plan Plus (CHP+), the Colorado Indigent Care Program (CICP), or the Denver Health Financial Assistance Program (DFAP).

Enrollment Services can be reached at 303-602-2300 or go to denverhealth.org and search for enrollment services.

Enrollment Specialists can check to see if you are eligible for Medicaid, the Child Health Plan Plus (CHP+), the Colorado Indigent Care Program (CICP), or the Denver Health Financial Assistance Program (DFAP).

Medicaid includes several programs for children, pregnant women, adults with children, some adults without children, and disabled adults. To be eligible for most Medicaid programs, you must be a U.S. citizen or have been a legal permanent resident of the U.S. for at least five years.

CHP+ is a program for children and pregnant women who do not meet the income requirement for Medicaid. Eligibility is based on family size and income.

CICP is a program for U.S. citizens and legal permanent residents who are residents of Colorado but do not qualify for Medicaid or CHP+. Eligibility is based on family size, income and resources. If you are not a resident of Denver County and you have an unpaid Denver Health bill, you can apply for CICP at Denver Health without proof of Denver County residency, but you will not be able to come to Denver Health for non-emergent care.

For your current hospital stay, if you enroll in CICP within 90 days of when you leave the hospital, you will be billed a co-payment for your hospital stay. The amount of your co-payment is based on family size, income, and resources. CICP is not a health insurance plan.

DFAP is a Denver Health-specific program that helps pay for health services provided by Denver Health. Patients who live in Denver County and are not eligible to receive benefits under Medicaid, CHP+, or CICP may be eligible for DFAP. DFAP helps pay for part of the medical care provided so patients do not have to pay the full amount. For your current hospital stay, if you enroll in DFAP and pay your required deposit within 90 days of leaving the hospital, you will receive a 70 percent discount on your total bill. DFAP is not a health insurance plan.
Understanding your Denver Health Bill

Since Denver Health is a hospital-based provider of medical services, Denver Health sends bills for both facility and physician services.

What is a Physician Bill vs. a Hospital Bill?

You will receive a physician bill, which includes the charges for the services and procedures performed by your doctor. For example, if you have an x-ray, the physician bill will include the doctor’s charges for the interpretation of that x-ray. Most of our doctors are employees of Denver Health.

You will also receive a hospital (facility) bill. The hospital bill covers the costs of the operating room, services and supplies you receive, and other overhead costs.

Depending on your insurance, your patient due amount will vary. Since Denver Health is hospital-based, some insurance companies view our outpatient clinic visits as outpatient hospital visits rather than as doctor’s office visits.

For questions about your bill call:
- Hospital and Physician Services — 303-602-2200  Toll-Free — 1-866-220-6196
- Ambulance Services — 303-329-9044

Your insurance company may require an authorization or referral before you have surgery or an inpatient or observation stay, and for some outpatient services. Please check with your insurance company or the registration clerk before you receive these services. Without the authorization or referral, you may be responsible for the bill.

If you are having trouble paying your bill, please call us at the number listed above. The Customer Service representative can refer you to an enrollment specialist that can help you to see if you may be eligible for a health program or other financial assistance. Applications for many medical assistance programs, must be completed within 30 days from the date of service.

Managed Care Options

For Medicaid clients, Denver Health offers a Medicaid HMO, DH Medicaid Choice, which includes all Medicaid fee for service benefits but also has additional benefits for members. Some of these additional benefits are: over-the-counter medications at no cost and $0 co-pays for all services and prescriptions for both children and adults. For pregnant women, DH Medicaid Choice has a prenatal benefit that includes almost monthly benefits including two months of diapers and a car seat when the baby is delivered at Denver Health. For more information call 303-602-2116.

Denver Health Medical Plan, Inc. is an insurance company that offers the Child Health Plan Plus (CHP+) program and two Medicare Advantage plans, Medicare Choice, for those with both Medicaid and Medicare coverage, and Medicare Select for those with Medicare only. All plans have enriched benefits above fee for service plans. For information about any of these plans, call 303-602-2100.

Denver Health Medical Plan, Inc. is a Medicare-approved HMO plan and has a contract with the Colorado Medicaid Program.

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Leaving the Hospital

Early in your hospital stay, we will begin working with you to plan for when you will leave the hospital.

We have included a patient discharge checklist in this booklet to help you plan for a safe discharge. Please ask for any assistance you need with the checklist.

Members of your care team will go over discharge instructions and provide you with education.

Your care team will share with you the following information:

- The medicines you will be taking and when to take them
  - Your doctor will write any prescriptions you need before discharge
- Activity limitations during your recovery
- Equipment needs and how to get them delivered to your home
  - In the event your doctor has ordered medical items for you such as oxygen, a walker, cane or wheelchair, someone will need to be present at your home to receive the items at the time of delivery. You may also call the company yourself to arrange for delivery
- Phone numbers for follow-up appointments, or a referral approved by your insurance
- Phone numbers of your care provider and clinic
- Who to call if you have concerns or questions and to confirm transportation arrangements.

If prescriptions will be filled at a Denver Health pharmacy and picked up by a friend or family member, that person will need to present a form that will be available to you while you are in the hospital. That person will also need any insurance/discount information. All co-payments will be due at the time of medication pick up.

Upon discharge, a staff member will assist you outside to your ride, if needed.
Questions, Concerns, Compliments or Suggestions?

Your care and treatment are very important to us. We are committed to patient–and family–centered care and want to make sure your experience is the best possible. We hope this patient information guide was able to answer most of your questions.

If you have more questions, please contact the nurse manager. If you have a concern and feel it has not been resolved by the nurse manager, you may contact the Patient Advocate office at 303-602-2915.

If you have a concern that you believe has not been addressed by the hospital, you can contact the Colorado Department of Public Health and Environment (CDPHE). Patient advocates can also assist you with contacting CDPHE and can provide you with the address and telephone number. You may also write or call The Joint Commission, a national organization that accredits hospitals. Contact The Joint Commission at 630-792-5000 or customerservice@jointcommission.org.

We value your input. When you get home, you may be called and asked to answer a patient satisfaction survey. This is your chance to tell us what we did well and where we could use some improvement. However, if we are not meeting your expectations today, please don’t hesitate to contact the nurse manager on your floor.

We are committed to make sure that you have a positive experience and we want you to share your thoughts while you are here. Please allow us the opportunity to address any concerns. With your input, we can improve yours and every patient’s experience at Denver Health Medical Center.

Our goal is to always provide every patient high-value, compassionate care and to treat you as a whole person.