



**DENVER
HEALTH™**

— est. 1860 —

FOR LIFE'S JOURNEY



PATIENT INFORMATION GUIDE



TELEPHONE DIRECTORY

| | |
|--------------------------------|--|
| Cash Operations/Lost and Found | 303-602-6750 |
| Spiritual Care | 303-602-4500 |
| Clinical Social Work | 303-602-4816 |
| Medical Records | 303-602-8000 |
| Room Service | 303-602-3663 (ENGLISH) 303-602-3664 (SPANISH) |
| Patient Advocates | 303-602-2915 |
| Patient Enrollment Services | 303-602-2300 |
| Patient Billing and Finance | 303-602-2200 |
| Security | 303-603-3000 |

WELCOME TO DENVER HEALTH

On behalf of the entire staff at Denver Health, I welcome you and thank you for trusting us with your care. Denver Health has been providing outstanding care for the Denver community for over 160 years. We will do all we can to meet your needs and improve your health.



We will work with you and your family to put together a care plan that is easy to understand, and works for you. It is our goal to always provide you with high-quality, compassionate care, while offering a wide range of medical services in our state-of-the-art facilities.

This booklet gives you an overview of Denver Health's services and is a tool to help you while you are at the hospital. Please let us know how we can assist you. If we are not meeting your expectations today, please don't hesitate to contact the nurse manager on your floor.

We want to make sure you have a positive experience and ask that you share your thoughts while you are here. Your comments can help us provide an even better experience for you and every patient at Denver Health in the future.

Thank you for allowing us to be your health care partner as we continue improving the health of our community.

Regards,

Amy Friedman
Chief Experience Officer

DURING YOUR STAY

Valuables

If you have valuables with you, please send them home with a family member or friend. Denver Health is not responsible for and cannot guarantee the security of personal property. If you would like us to lock up valuables, they can be turned into Cash Operations from 8 a.m. to 4:30 p.m., Monday through Friday. Outside of business hours, please see Security to secure or obtain your valuables from the Cash Operations department.

Call 303-602-6750

If you have arrived at the hospital through the Emergency Department, your valuables may be locked in the Cashier's Office.

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.

Denver Health is a Non-smoking Facility

For the health and safety of our patients, families, visitors and employees, smoking is not allowed on the Denver Health campus. This includes bus stop and sidewalk areas. If you would like 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**.

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 Nurses (RNs)
- **Light Blue**
Certified Nursing Assistants (CNAs)
Technicians
Healthcare Partners
Therapy Aides
- **Caribbean Blue**
Licensed Practical Nurses (LPNs)
- **Grape Purple**
Medical Technologists
Pharmacists
Pharmacy Technicians
Sonographers
- **Misty Green**
Registered Dietitians & Diet Technicians
- **Navy Blue**
Environmental Services
- **Heather Gray (polo shirt)**
Therapists & Therapy Assistants
- **Graphite Gray (polo shirt)**
BioMedical Engineering
- **Hunter Green**
Patient Transportation Staff
- **Rich Purple**
Laboratory
Radiology
Pharmacy
- **Olive**
Patient Safety Attendants
- **Khaki**
Laundry Staff
- **Eggplant Purple**
Supply Staff
- **Red (polo shirt)**
Volunteers
- **Black**
Respiratory Staff
(Vest) Registration Staff
- **"Wine" Burgundy (polo shirt)**
Food and Nutrition Staff

Radio Stations

| CH | Description |
|------|---------------------------------|
| 89.1 | NPR |
| 89.2 | Radio Jose (SP.) |
| 89.3 | The Mountain Classic Rock |
| 90.1 | KOOL 105 Classic Hits |
| 90.2 | KYGO New Country Music |
| 90.3 | K-Love Christian |
| 91.1 | KS 107.5 Hip Hop/Rap |
| 91.2 | KBCO World Class Rock |
| 91.3 | 95.7 The Party - Top 40 Hits |



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 cellphones can also be used to make phone calls.

Wireless Internet Access

Denver Health provides free wireless internet access to all patients and visitors. To connect to the wifi, choose "DHGuest" on your phone's network settings.

Food Services

Room Service dining is provided to patients from 6:30 a.m. to 7 p.m. All menu items are available during these hours based on dietary restrictions. Once meals are ordered, our goal is to have them 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

Trained Denver Health Spiritual Care Professionals provide Spiritual support and care to patients and their loved ones 24 hours a day. Our interfaith spiritual care providers serve people of all religions, beliefs or people of no faith. A clergy of your choice is always welcome to visit. The spiritual care department can also help facilitate a visit of a specific faith representative of choice. If you would like to have a visit by a Denver Health spiritual care provider, please call **303-602-4500**.

If your need is urgent, ask your nurse or care provider to have the on-duty chaplain paged immediately. Denver Health's interfaith chapel, open 24 hours a day, is located on the second floor of Pavilion B for quiet reflection and meditation.

Language Services

Denver Health offers a variety of language and communication assistance. These services are **FREE of charge** and include interpreter support for more than 200 languages. Please ask your care team for help requesting and accessing these services.

FOR VISITORS

Visiting Hours



Denver Health welcomes you to have friends and family of your choice visit you while you are in the hospital without regard to race, color, national origin, sex, sexual orientation, gender identity or expression, disability or age. Due to the needs of certain patient populations, some care areas may have **different** visiting hours.

Scan the QR code above to read the most up-to-date visitor policy.

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 a hand sanitizer before entering the room and ask everyone (including health care professionals) to do the same.
- Keep visits short. Rest promotes healing.
- 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 restrooms instead of the restroom in the patient's room.

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 & Holidays
6:30 a.m. – 2 p.m.

Coffee Shop

Specialty coffees, snacks, and pastries are sold in the Main Street Café Coffee Shop located in the basement of Pavilion A.

Monday – Friday
6:30 a.m. – 2:30 p.m.

Subway

Subway is located on the first floor of Pavilion A and provides a complete variety of sandwiches.

Monday – Friday
9 a.m. – 2 a.m.

Healthy Vending

Healthy snacks and beverages are available for purchase for our guests 24/7 in more than 30 locations around the Denver Health campus.

Gift Shop

The gift shop 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. – 7 p.m.

Closed during federal holidays

Young Visitors

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

PARTNERS IN SAFETY

You are the most valuable member of our patient safety team.

Our Commitment to You

Denver Health is committed to keeping your health and safety at the center of everything we do, while providing you with high-quality care. Our care teams focus on safety with every part of your treatment. We believe that health care is safest when the patient and family are involved. We ask that you be our partner in safety as we care for you.

To ensure you receive the care you need, when you need it, all patients must stay on the unit during their stay at the hospital.

While at Denver Health, you can help us give you the safest care possible.

Help Us Prevent the Spread of Infections

- 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 the care team wash or use foam, ask them to do so.
- Remind your visitors to wash their hands too.
- If visitors have a cold, the flu or upset stomach, ask them not to visit until they feel better.

LEARN ABOUT YOUR ILLNESS

- Ask questions so you understand why you are in the hospital.
- Discuss the plan for your treatment with the care team.
- Please speak up if you do not understand or agree with a treatment or test.
- If your treatment requires special equipment, ask us to explain how it works and if there are any safety measures that you need to be aware of.
- Help us manage your pain by telling us when you are hurting.

SPEAK UP!

- Ask questions about any worries or questions you have while in the hospital.
- Please tell us if you need an interpreter.

YOUR IDENTIFICATION

- Expect the care team to ask your name and date of birth.
- Wear your ID bracelet/wrist band.
- Check the band and make sure your information is correct.
- If the print becomes hard to read or the band comes off, ask for a new band.
- Please remind staff to check your ID band before giving you medicine, collecting blood samples, providing treatments, surgery or tests.

STAFF IDENTIFICATION

- Expect the care team to introduce themselves.
- Every member of the team will be wearing an ID badge. If you don't see it, ask the staff who they are.

HELP US SHARE YOUR TREATMENT

- Tell us who we can discuss your illness with. It is best to pick one person who will speak to family and friends and follow your wishes and requests.
- Ask this person to be with you when your illness and treatment are discussed.
- If you want to talk about 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, we will ask for 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.

STAY SAFE IN YOUR ROOM

- Use your call light and ask us to help when you get in or out of bed.
- Wear your eye glasses or keep them within reach at all times.
- It is best to have the lights on when you are up walking around. Wear rubber-soled slippers or socks when you are out of bed.

- We will remove items in the room that are a hazard or obstruct your movement.
- We will assist you with bathing or showering if you need help.
- If you have an urgent need, use the call light and tell the staff that you need help right away.
- Stand up or sit down slowly to prevent being light-headed or dizzy.

LEARN ABOUT YOUR MEDICATION

- If a medicine is new to you or different from your usual dose, ask us to check it.
- If you are not sure about why you are taking a medicine, ask us about it.
- Tell us about food or drug allergies you have.
- Tell us about other allergies such as to 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 home.
- When you are ready to go home, be sure you know all 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.



NOTICE OF PRIVACY PRACTICES

Your medical information is private. We protect your health records when you are in the hospital and when you are being seen in any of our Family Health Centers. We will use your records to care for you, to bill for care 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.

YOUR MEDICAL RECORDS

Requesting Your Medical Records

Denver Health is happy to provide you with a copy of your medical record and is proud to offer MyChart.

MyChart is a free online tool that allows you to view your medical history, message your health care provider, make an appointment and request prescription refills all from your smart-phone or computer. Staff can help you sign up for an account during your visit. If you do not have access to a smartphone or computer, you can request a copy of your medical record. You or someone you designate must complete an "Authorization for Disclosure of Health Information" form.

MYCHART

Patients can sign up for MyChart during a Denver Health visit or online at mychart.denverhealth.org.

For assistance using MyChart, call our customer Service Center, Mon – Fri, 8 a.m. – 10 p.m. at **303-602-4380** or email MyChart@dhha.org.

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 the form is available on the Denver Health website. You may also contact the medical records department directly:

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 usable by disabled persons, including persons who are deaf, hard of hearing, blind, or those 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 24-hour 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 materials 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 health care provider.

MEDICAL DECISION-MAKING AND ADVANCE DIRECTIVES

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

Denver Health staff can help you create an Advance Directive if interested. 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 care team 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 is given to revive someone whose heart and/or breathing has stopped by applying firm pressure on the chest. If your heart or lungs stop, your consent to give 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 and tissues upon your death can help save lives. If you want to share the precious gift of life with others, you can become a registered organ, eye and tissue donor when you obtain or renew your driver's license at the Department of Motor Vehicles or online at donatelifecolorado.org. Whatever your decision, please make your wishes known to your family.

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
303-602-2300

FOR OTHER OPTIONS VISIT
DenverHealth.org/enrollment-locations

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 and income. For your current hospital stay, if

you enroll in CICP within 90 days of when you leave the hospital, you will be billed a copayment for your hospital stay. The amount of your copayment 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 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. **DFAP is not a health insurance plan.**

Connect for Health Colorado is the health insurance marketplace for individuals, families and small employers across Colorado to purchase health insurance and get financial assistance to reduce costs.

MANAGED CARE OPTIONS

DH Medicaid Choice

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 copays 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 is an insurance company that offers the CHP+ program and two Medicare Advantage plans, Medicaid 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**.

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.

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.

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 303-602-2200.

The Customer Service representative can refer you to an enrollment specialist that can help you see if you are eligible for a health program or other financial assistance.

For questions about your bill call:

Hospital and Physician Services
303-602-2200

Toll-Free
1-866-729-8447

Ambulance Services
720-486-0577



LEAVING THE HOSPITAL

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

Members of your health care team will go over discharge instructions and provide you with education. Your health 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 to arrange for delivery.
- Phone numbers for follow-up appointments, or a referral approved by your insurance
- Phone numbers of your health care provider and clinic
- Who to call if you have concerns or questions and to confirm transportation arrangements

QUESTIONS, CONCERNS, COMPLIMENTS OR SUGGESTIONS

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

If you have further questions or concerns about your care or any issue during your stay, please contact the nurse manager or charge nurse on duty. Our goal is to answer your questions and address your concerns while you are here.

As a Denver Health patient, you have the right to receive information about Denver Health's complaint resolution process and file a concern with Denver Health Patient Advocates.

Call **303-602-2915**, email **patient_advocates@dhha.org** or write to 777 Bannock St., MC 0255, Denver, CO 80204.

You have the right to have your concern reviewed, to receive a response that explains the outcome or resolution of the review, the steps that were taken to investigate your complaint, and the name of the person who investigated on your behalf.

We value your input

Our goal is to always provide every patient high-quality, compassionate care.

CARING HEARTS FEEDBACK FORM



Caring Hearts Feedback forms to recognize the caring and compassionate work of our Denver Health employees are available near elevators throughout the hospital. This form can be deposited in survey boxes designated with a Caring Hearts logo or can be left with the nurse manager for the unit.

I MYCHART

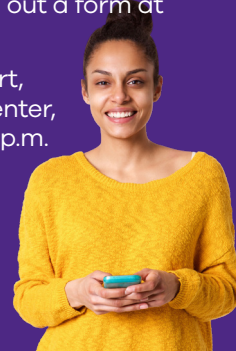
Denver Health's MyChart is a secure, online service offered at no cost to Denver Health patients, that allows you or a family member or guardian to manage your care from anywhere. Options include managing appointments, messaging your doctor or care team, paying your bill, requesting a prescription refill and viewing your personal medical information.

Signing up for MyChart is easy

- During a doctor's visit at Denver Health or at a Denver Health Family Health Center
- Online at **mychart.denverhealth.org**
- Call **303-602-4380**

Once you sign up, you can access MyChart on the web or on your smartphone, by installing the free MyChart app, available for both Android and Apple mobile devices. Full proxy access to a patient's MyChart account will be granted to parents or guardians of children under the age of 12 and is available at the child's consent for ages 12–18. Adult proxy access is available as well; to request access, fill out a form at **DenverHealth.org/mychart**.

For assistance using MyChart, call our customer Service Center, Monday – Friday, 8 a.m. – 10 p.m. at **303-602-4380** or email **MyChart@dhha.org**.



**DENVER HEALTH
FOUNDATION**

At the heart of a rapidly changing city sits an institution that cares enough to change with it – Denver Health. For 160 years, Denver Health has taken on every challenge, delivering health, social and economic solutions every day and for every person. Our doors are open in every corner of the community and our heart never closes.

You can keep that heart beating—and keep Denver moving forward. Reimbursements for care hardly keep pace with the needs of our growing city. When you support the Denver Health Foundation, your contributions become the foundation for health and well-being in Denver. Give birth to modern miracles in the neonatal unit. Save thousands of people and millions of dollars through innovation, community outreach and preventive care. Train the next generation of health care professionals. Help someone overcome a terrible illness or a tragic accident. And see a city rise from its heart of first-class caring.

To make a contribution or learn more, please contact **DHFoundation@dhha.org** or **303-602-2971**.

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 or activities, whether carried out by Denver Health directly or through a contractor or any other entity with which Denver Health arranges or carry out its programs and activities.

In case of questions or to file a grievance, please contact our Section 504 Coordinator at 770 Bannock, MC 0278, Denver, CO 80204; telephone: **303-602-2915**; or see the Denver Health Patient Rights and Responsibilities and the Denver Health non-discrimination policy at **www.denverhealth.org/about-us/regulatory-disclosures.aspx** for additional information.