



Wyoming
Medical Center

An information guide for

Patients, Families and Visitors

Vision, Mission and Values

Vision

Wyoming Medical Center seeks to transform the lives of those we serve by fostering the highest level of health and wellness in our community. To fulfill our vision, WMC will provide an environment that:

1. Provides Wyoming's premier healthcare services and the best patient experience tailored to individual needs.
2. Embraces the whole patient and their family through the lifecycle of healthcare, including partnering with community providers; and
3. Creates a work environment that attends to the health and wellness of our staff, encourages teamwork, and allows all to reach their potential.

Mission

WMC strives to advance the health and wellness of our community by providing excellent healthcare services, patient safety and experience at reasonable costs. Our highly skilled and engaged team of physicians, staff and volunteers ensures patients are well cared for while at WMC.

Values

Every member of the WMC staff will play a defining role in how the coming changes in healthcare will shape the health of our community. The WMC Values are:

1. See Beyond the Horizon

We seek new opportunities and innovative solutions while embracing change and new ideas.

2. Every Person is Important

We recognize the value of every person and are guided by our commitment to excellence and positive leadership.

3. Care, Compassion and Respect

We foster a healing environment that inspires hope and well-being by treating both patients and family members with care, compassion, sensitivity and respect.

4. Our Community

We will work to strengthen our relationship with our community to enhance and transform lives through health and wellness.

5. We Are All Leaders and Team Builders

We value the contributions of all. We provide high-quality service to our patients by cultivating an environment where everyone's contributions are appreciated.

6. We Deliver

We provide the best outcomes and the highest-quality service through the dedicated effort of every team member.

7. Innovation

We encourage medical staff and employees to examine underdeveloped opportunities in the areas of data analysis, consumer behavior, provider incentives and process improvement.

8. Responsible Financial Stewardship

We are committed to strategically planning for our future while wisely managing the resources entrusted to us.

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Built around you

Wyoming Medical Center is a nonprofit, full service acute care hospital with more than 150 physicians on staff offering 75 specialties. As the region's only Level II Trauma Center, people from around Wyoming depend on our emergency services. We offer comprehensive heart, stroke and trauma care along with treatment and management of a range of health conditions. We have over 200 beds and serve patients from across the state.

Our new McMurry West Tower, completed in the fall of 2014, was designed around the unique needs of the community we serve. The Orthopedic, Spine and General Surgery Center features 25 private patient rooms, three private bariatric rooms, an extended family area, a rehabilitation gym and a therapeutic tub training area. Our new Mother and Baby unit has six labor and delivery rooms and 10 private patients rooms designed to give ample space for mothers, fathers and families. To read more about Wyoming Medical Center, our medical services and amenities, go to WyomingMedicalCenter.org.

Service oriented

We take your care personally and believe that healing can only happen when your needs are met. Our Service Excellence Program strives to exceed your expectations through a variety of services to make your stay more comfortable:

- **Concierge service** is located on the first floor as you enter the McMurry West Tower. The concierge can assist with any non-medical service, including information about Wyoming Medical Center, the City of Casper, and any local amenities and services to support you and your family. Hours are 7 a.m. to 3 p.m. Monday through Friday. Call **ext. 3015**.
- **Patient advocates** serve as bridges between patients and medical staff. They round with nurses and are available to answer questions, explain complicated hospital processes and make your stay more comfortable. Advocates are easily identifiable in their lime green jackets.
- **Hospital volunteers** serve throughout the hospital to help direct patients and visitors where they need to go. Look for them in their blue vests.
- **Nurse managers** are available from 8 a.m. to 4 p.m. Monday through Friday to answer any concerns about your care. Ask a nurse or staff member on your floor to speak to the nurse manager or contact the nursing supervisor at any time, day or night, by dialing **ext. 7976** from any hospital phone.

Culture of safety

In 2009, Wyoming Medical Center created its culture of safety, implementing hospital-wide initiatives to eliminate medical errors and improve patient care. We have consistently earned many awards for safety and quality.

If, at any time, you or a loved one has questions or comments about the safety of your care, call our quality and safety hotline at **ext. 4900**.

CONDITION H(elp)

The medical world can be difficult to navigate or understand. If you or your family have concerns related to your care, lack of understanding of the plan, an issue with a caregiver or feel you are not being heard regarding a worsening condition, dial **ext. 4444** and a “Condition H” will be announced overhead. A designated response team will be immediately dispatched to your room.

STOP!

Every employee, patient and visitor is encouraged to stop a process or procedure they feel is unsafe. Say “Stop!” and the care team will consider if the process is safe to continue or resolve the issue to the team’s satisfaction.

MEDICATION & PROCEDURAL SAFETY

We have procedures in place to protect you from harm. It may seem like we are asking the same questions over and over, but it is the process we have in place to ensure we have the right person receiving the right procedure or medication at the right time. You will have an arm band scanned and be asked your name and birth date many times during your stay. This is to keep you safe and avoid error.

SECURE FLOORS

Our Intensive Care Unit, Pediatrics Unit and the Ruth R. Ellbogen Mother, Baby and Family Center are secured floors. Visitors will use the phone outside the unit to gain access after they have been verified by staff.

All authorized staff members of our Mother, Baby and Family Center wear special photo identification. Parents should never relinquish their babies to anyone not wearing the special staff badge. No one but a baby’s mother and special designee is allowed to pick up a baby from the nursery, and babies cannot be transported to and from a mother’s room without a hospital-provided bassinet.

PRIVACY

In order to protect your privacy, your family/support members will be given a passcode in order to obtain information about your condition. To avoid confusion, please designate someone from your family to communicate with your care team.

Partners in care

We will involve you in your plans of care. You can expect us to communicate your plan, treatment and goals of care throughout your hospital stay. If at any time you have questions or concerns, please let any staff member know.

Hand hygiene: Handwashing is the most important action in preventing the spread of infection. We will “gel in and gel out” when we enter and leave your room. Please encourage your visitors to do so also. If you do not see your care staff or physician do this, please ask them to wash their hands prior to seeing to your needs.

Cough etiquette: Coughing spreads droplets in the air and can spread infection or viruses to an ill person. Please cover your mouth when coughing. Visitors who are ill should wear a mask, and if possible, not visit until they no longer have symptoms.

Hygiene: Bathing, oral care and moisturizing occur on a daily basis or more if necessary.

Fall prevention: Being ill, in an unfamiliar environment and taking medications that alter your balance and awareness can put you at a higher risk for falling. If you are deemed a higher risk for falls, we implement safety precautions such as yellow non-skid slippers, fall alert stickers on the arm band and bed alarms to alert caregivers that you may be getting up without help. Please ask for help when getting out of bed or going to the bathroom.

Hourly rounding: Your care team will check on you on an hourly basis. During this time, they will check on your safety, concerns or care needs. This is also a great time to use the restroom if needed.

Here to serve

All Wyoming Medical Center employees, physicians and volunteers wear picture IDs on their uniforms and are happy to help you in any way they can. Our color-coded scrubs, uniforms and jackets will also help you identify who is caring for you.

STAFF UNIFORM COLORS



Nurse (RN)
Heather Blue



Nurse Assistant (CNA)
Burgundy



Respiratory Therapist
Gray Top / Black Pants



IV Therapist
Sky Blue Top / Black Pants



Patient Advocate
Bright Green Top / Black Pants



Volunteer
Royal Blue Vest



OB Staff
Pink Top / Gray Pants



Physical Therapy
Black Top / Khaki Pants



Housekeeping
Royal Blue Top / Black Pants



Transport
Red Top / Black Pants



Nutrition Services
Khaki Top / Black Pants

Helping us help others

FOUNDATION

The mission of the Wyoming Medical Center Foundation is to improve the health of the community through financial and educational support. Your donations support many programs including Masterson Place, the Angels Cancer Care Program, support for cardiology patients and more.

We gratefully accept donations in the form of gifts, bequests and charitable trusts. Learn more at wyomingmedicalcenter.org/giving or call **ext. 2973**.

MASTERSON PLACE

Rooms for out-of-town patients and families are available at the Masterson Place, 2325 E. Yellowstone Highway. Each room has a small eating area, microwave and refrigerator. Rooms are \$40 per night and reservations are available by calling **(307) 237-5933**.

VOLUNTEERS

Wyoming Medical Center volunteers provide a welcoming smile and helping hand to patients, families, visitors and staff. They offer directions and a personal guide to rooms and treatment areas. They are often the liaison between the family and the physician while a loved one is in surgery.

Volunteers are stationed throughout the hospital to help you in any way they can. We have many volunteer opportunities for both youths and adults. Call our volunteer coordinator at **ext. 2794** for more information

PATIENT SURVEYS

Our goal is to provide exceptional care with each and every visit. You may be asked to provide comments to a representative from Arbor and Associates via a phone survey a few days after your visit. Your personal identification will be protected. Your satisfaction is very important to us. Please let a staff member know during your visit if you do not feel your care is a “10” so we may address your concerns promptly.

PARKING

Free valet parking is available for all patients and visitors at the following locations:

- Our Emergency Room entrance from 7 a.m. to 11 p.m. daily.
- The McMurry West Tower from 5 a.m. to 9 p.m. Monday through Friday.

Patient and visitor parking is available in our West Parking Garage located on Jackson Street.

RV Parking is available north of the Conwell Building across from Conwell Park. Electrical hookups are available. Call **ext. 2757** for more information.

VISITING GUIDELINES

Visiting hours are from 7 a.m. to 10 p.m. for the general hospital. ICU visiting hours are 9 a.m. to 5 p.m. and 8 p.m. to 6 a.m. Please ask staff for special visiting hours for the nursery.

To protect the health and comfort of our patients, we ask that you follow these general guidelines when visiting friends or family. Some floors may have more specific guidelines:

- Dress appropriately and wear shirts and shoes.
- No more than two visitors are allowed at the bedside at a time. You may be asked to leave the room during tests or treatments.
- Do not visit patients if you have a cold, sore throat or any contagious disease. Before entering a patient room, please use our hand hygiene stations located in each room and throughout the hospital.
- Respect other patients by maintaining a quiet environment.

PATIENT ADVOCATES

Our patient advocates act as bridges between patients and medical staff. They round with nurses and are available to answer questions, explain complicated hospital processes and make your stay more comfortable. Advocates are easily identifiable by their lime green jackets.

GIFT SHOP

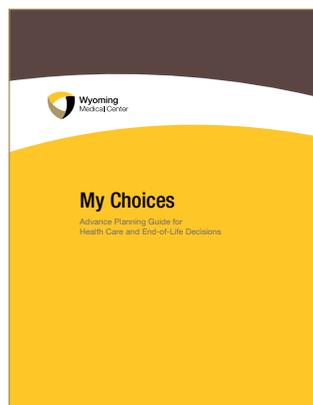
Located in the Sky Lobby of the McMurry West Tower, it offers unique gifts, cards, flowers, toiletries and more. It is open from 9 a.m. to 6 p.m. Mondays through Fridays. Call **ext. 2167**.

Please note: As part of our latex-safe environment, latex balloons are not allowed at Wyoming Medical Center.

ADVANCE DIRECTIVES

“My Choices” is a free booklet explaining advance directive tools such as Durable Power of Attorney for Healthcare, Living Wills and Comfort One®/Do Not Resuscitate Orders. Advance directives are legal documents outlining the health care you want in cases when you are too sick or injured to speak for yourself.

Ask your nurse or patient advocate for a “My Choices” booklet or downloaded them from our website, WyomingMedicalCenter.org, under the Patients and Visitors tab.



FOOD AND DRINKS

The Market Place

Located on the first floor, this spacious dining area is the focal point of our McMurry West Tower, giving guests the space and atmosphere for a rejuvenating dining experience. It features a variety of hot meals, a full deli and a deluxe salad bar. It is open from 6:30 a.m. to 7 p.m. daily.

Diamond Coffee Shop and Eatery

Overlooking the first-floor lobby, a full-service coffee shop is located on the second floor of the McMurry West Tower. It offers a full menu of Starbucks Coffee drinks, snacks and sandwiches. It is open from 6 a.m. to 9 p.m. Mondays through Fridays and from 6 a.m. to noon Saturdays and Sundays.

Vending machines

Drink and snack machines are available 24 hours a day. See the campus maps on pages 16-18 for locations.

ROOM SERVICE

Our full-service dining menus are available in every room. Patient meals are served from 6:30 a.m. to 6:30 p.m., and we strive to serve you within 45 minutes of your order. Dial **ext. 3463** to order your meal or for help with your specific dietary needs.

Your physician will order your diet based on your unique condition and problems. If you need help ordering your meal, ask your nurse or nursing assistant for assistance. If your physician orders diet counseling, a dietician will come visit with you regarding your nutritional needs.

Guest trays for patient family members are available through our room service system. Purchase a \$6 voucher at The Market Place and dial **ext. 3463** to place your order.

PASTORAL SERVICES

Our chapel, located on the second floor of the McMurry West Tower, offers a quiet place for prayer and reflection. It contains devotional materials including Bibles, Books of Mormon, Books of Common Prayer and rosaries.

Staff chaplains are nondenominational and sensitive to the diverse cultural needs of our community. They are available 7 a.m. to 5 p.m. Mondays

HEALING GARDEN

The Healing Garden is a private, outdoor escape for patients and families. Studies show clear links between patients' physical environments and their ability to manage pain and to heal. It is located on the south side of the McMurry West Tower.

HOUSEKEEPING

Clean environments aid healing and your room will be serviced throughout the day. If there is a problem, **dial 0** and the operator will alert staff immediately.

PHONE AND INTERNET ACCESS

Hospital phones can be used for local calls by **dialing 9** and the number. Ask your nurse for help in making long distance calls.

Family and friends can call your room by dialing the phone number on your room's white board. They can also call the main hospital number, **(307) 577-7201**, and give the operator your name and room number. There are no patient telephones in the ICU.

Free wireless internet is available via the wmc-guest network. Follow the login instructions provided on your device.

FLOWERS AND MAIL

Volunteers deliver flowers, mail and packages to patients each morning. Stamps and stationary are available in the gift shop, and outgoing mail may be left at the nurse's station or given to a volunteer. Mail that comes after your discharge will be forwarded to the home address you provided at registration.

Please note: As part of our latex-safe environment, latex balloons are not allowed at Wyoming Medical Center.

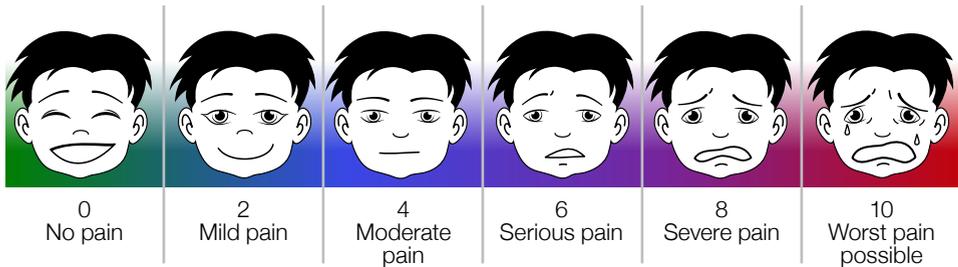
INTERPRETATION AND HEARING/VISUAL IMPAIRMENT SERVICES

Free interpreter services are available upon request for patients and family members. Ask your nurse for more information.

Wyoming TTY Services are available for the hearing impaired. Call Wyoming TTY (within the hospital) by **dialing 9-711** or ask the nursing supervisor for help, **ext. 7976**. Sign Language interpretation is available in house via video remote interpretation (VRI) computers. To request sign language interpretation through the VRI service, contact the nursing supervisor for help, **ext. 7976**, or Patient Relations, **ext. 2273**.

PAIN MANAGEMENT

We take your pain seriously and want to keep it under control. Unmanaged pain can slow your mobility and impede your progress. Pain is experienced differently by everyone. We will work with you and your physician to tailor and adequately manage your pain. Please realize, particularly after a surgical procedure, that all of your pain may not be gone, but we will try to get it to a manageable level so you can be comfortable and move about. If you have concerns about your pain management plan, please talk with your care team and physicians.



HOSPITALISTS

Our board-certified hospitalists and pediatric hospitalists work exclusively at Wyoming Medical Center to offer consistent, cohesive care 24 hours a day. They work with your primary care providers to craft a treatment plan best for your needs as a patient.

PATIENT RIGHTS AND RESPONSIBILITIES

As a hospital patient, you have many rights and responsibilities. Please read the Patient Rights flyer you received in your admission packet, or ask a nurse or patient advocate for a copy.

We keep your health information private and confidential, as required by the Health Insurance Portability and Accountability Act, or HIPAA. If you believe your health information was misused, you may file a complaint with your provider, your health insurer or online at www.hhs.gov/ocr/hipaa/.

To get copies of your medical records, contact the Release of Information Department at **ext. 2463**.

PETS AND PET THERAPY

Pets are welcome to visit patients with a physician order. Pets must report to a security desk with a completed pet visitation consent form. Security will verify pet vaccinations and observe the pet for visible illness. Ask a patient advocate, security guard or other staff member for more information.

Service animals are allowed when they serve as a guide animal, signal animal or animal individually trained to provide assistance to an individual with a disability.

SECURITY SERVICES

Security staff is available if you have any concerns about your safety and can escort you to and from your car after hours. The security desk is located at the entrance of our Emergency Department on the first floor. Call **ext. 2757** to speak with security personnel.

TOBACCO-FREE CAMPUS

Wyoming Medical Center is a tobacco-free campus. Please refrain from using cigarettes, chewing tobacco and e-cigarettes anywhere on the hospital campus. Visitors are free to use tobacco in Conwell Park, across Second Street, but please be respectful and do not leave litter in the park.

TELEVISION

Cable television is provided in each room. The CARE Channel, available when powering on your TV, is designed with healing in mind and features guided imagery and soothing music. Please be considerate of others and keep the volume low. Headphones are available upon request. Dial **ext. 4900** if there is any problem with your TV.

LOST AND FOUND

Please send purses, jewelry, wallets and other valuables home with a trusted friend or family member. If you cannot, call security at **ext. 2757** to arrange for storage in the safe.

To inquire about lost articles, call **ext. 2757** or go to WyomingMedicalCenter.org and click on Patients and Visitors.

ATM

An ATM, provided by Bank of the West, is located on the first floor near the Emergency Room.

Leaving the hospital

PREPARING FOR DISCHARGE

Discharge planning begins upon admission to the hospital. During your stay, we will work with you to plan for your discharge needs. When your physician determines you are ready for discharge, your care team will give you instructions regarding medications and activity restrictions. In most cases, your physician will have the discharge order written by 10 a.m. and you will typically be discharged within two hours. Your care team will help set up follow-up appointments or assist in the transition to another care facility such as a nursing home or rehabilitation center. If you require specific medical equipment or rehabilitation services, our Case Management team is available to help.

Please, do not be afraid to ask questions or take notes. You and your caregivers are important members of your health care team, and we will do everything we can to make sure you understand the process.

This checklist will help prepare you for a safe discharge:

- Do I have a ride home, and does my ride know when to pick me up?
- Do I have the medications, medical equipment or supplies I will need at home? (Ask for a list of community resources including numbers for local pharmacies, medical supply companies, eldercare locator and more.)
- Do I know how to take my medications?
- Have I made arrangements with family and friends to assist me after discharge?
- If the doctor ordered home care, have I made the necessary arrangements? Do I know how to contact the agency?
- Do I need any follow-up appointments? Have they been scheduled?
- Do I have valuables in the hospital safe? (Call security at **ext. 2757** and we will bring your belongings to you.)
- Do I have a copy of my discharge instructions?

YOUR BILL

As a courtesy, we bill most insurance companies for you, so please provide us with your latest insurance information at registration. We also bill Medicare and Medicaid.

After 60 days, if applicable, we will bill you for whatever your insurance does not pay. You may receive several bills separate from Wyoming Medical Center's, including from your physician, anesthesiologist, pathologist, etc.

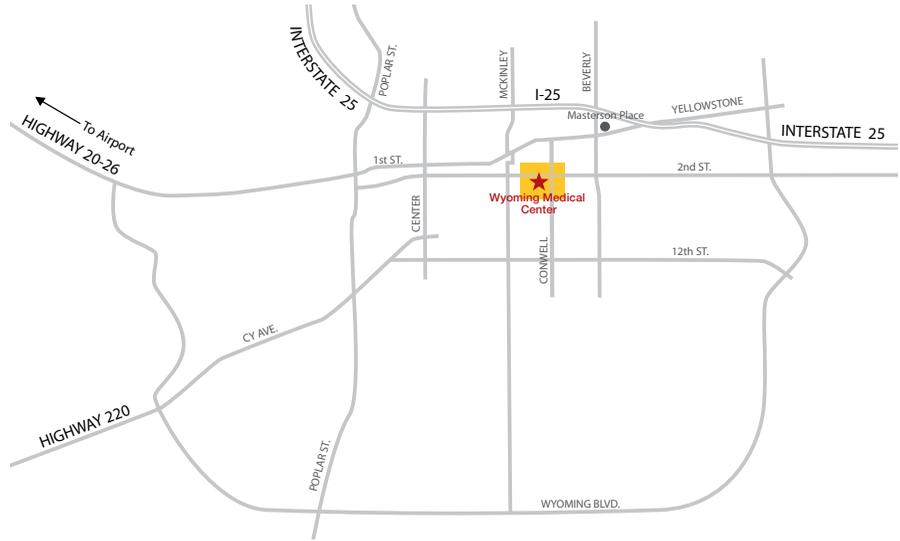
We have several payment options to help you. If you have any questions about billing or payment, please call Patient Financial Services at **ext. 2421**. You can also stop by our office, located at 167 S. Conwell St., from 8 a.m. to 5 p.m. Mondays through Fridays.

For online payments and more billing instructions, go to wyomingmedical-center.org and click on Services.

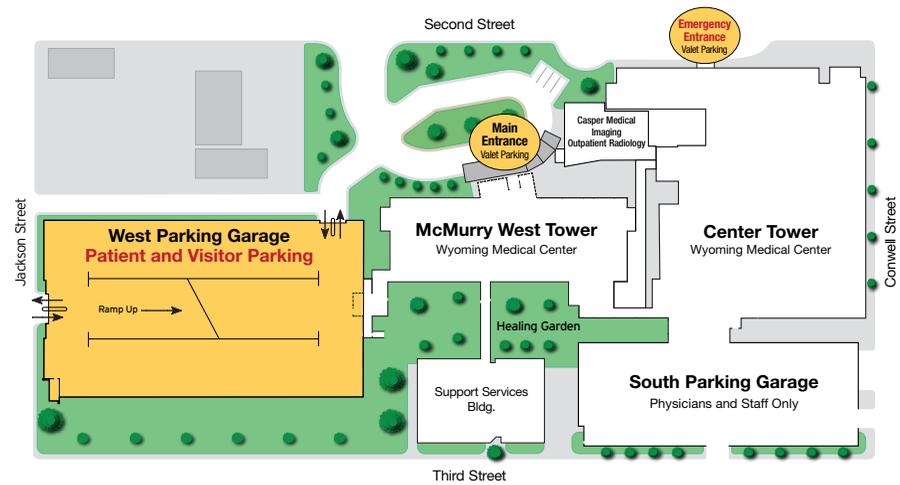
PATIENT AND FAMILY ADVISORY COUNCIL

The Patient and Family Advisory Council (PFAC) is a group of committed patients, family members, caregivers, healthcare providers and community members who work together to promote safe and comprehensive patient and family-centered care. To learn more, call our Community Development Office at **ext. 2388**.

City Street Map

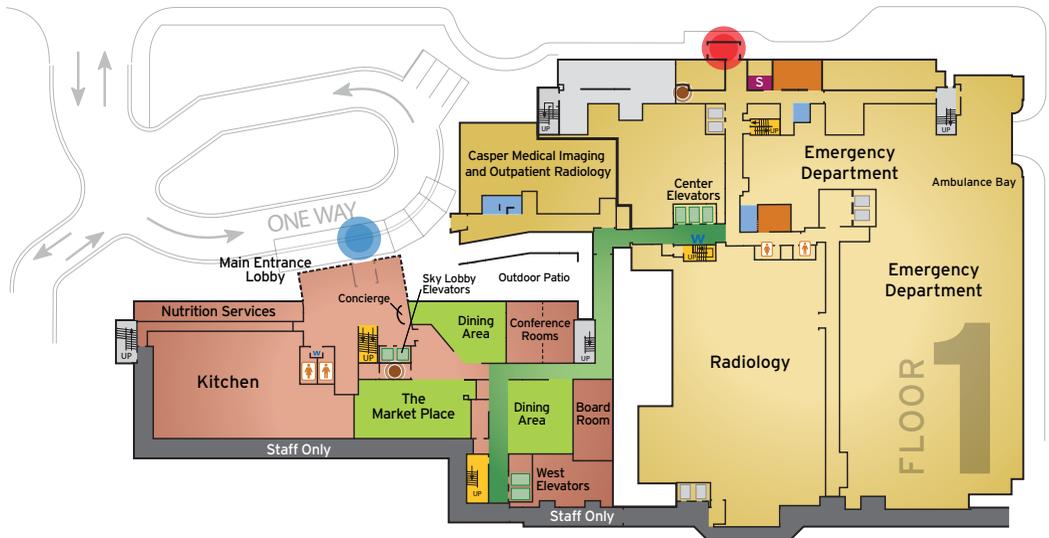


Campus Map

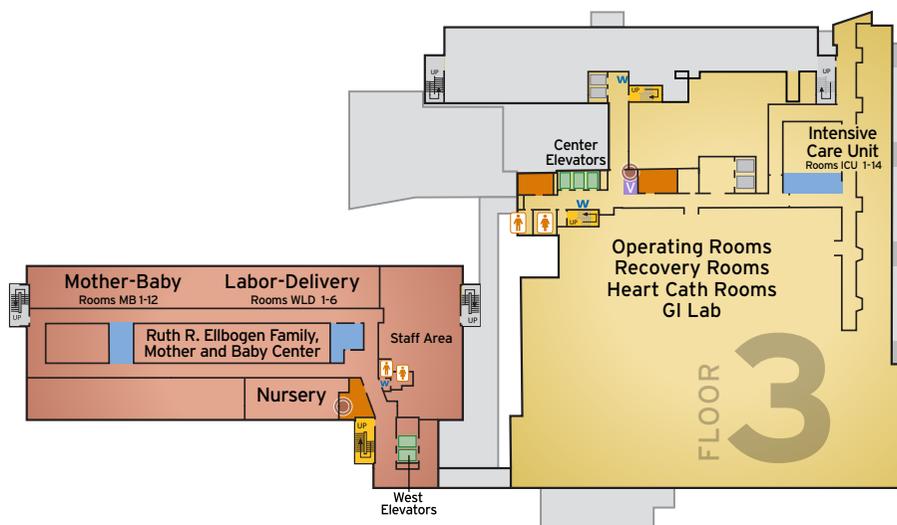
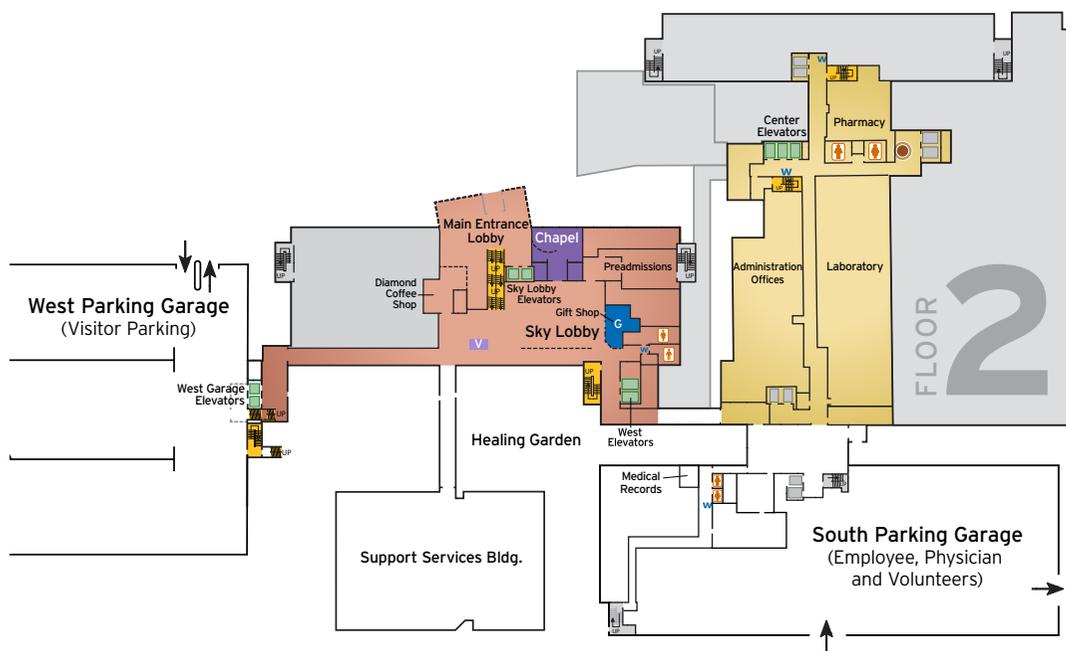


Floor Maps

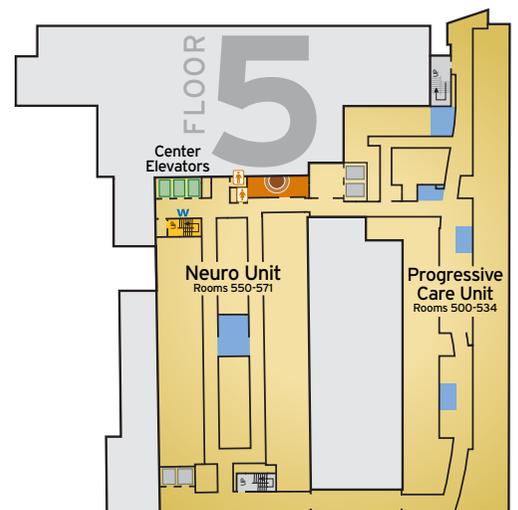
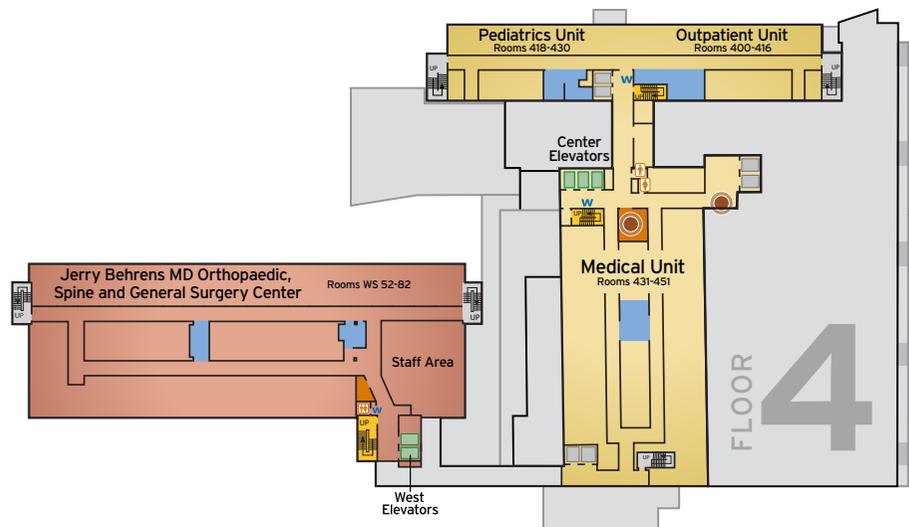
Due to various planned construction projects, floor maps may not be accurate.



- West Tower
- Center Tower
- Emergency Entrance/Valet Parking
- West Tower Valet Parking
- Public Stairs
- Volunteer Desk
- Public Elevators
- Waiting Area
- Nursing Station
- Security
- Water Fountain
- Vending Area
- Bathrooms



- West Tower
- Center Tower
- Emergency Entrance/Valet Parking
- West Tower Valet Parking
- Public Stairs
- V Volunteer Desk
- Public Elevators
- Waiting Area
- Nursing Station
- S Security
- W Water Fountain
- ♂
♀ Bathrooms
- Vending Area



Important Phone Numbers

Wyoming Medical Center main number

(307) 577-7201 or **dial "0"** within
the hospital

WMC's toll-free number

(800) 822-7201

Web and social media

For general information visit

WyomingMedicalCenter.org.

You can also follow us at

[Twitter.com/WyomingMedical](https://twitter.com/WyomingMedical)

or become a fan at

[Facebook.com/Wyoming.Medical.
Center](https://facebook.com/Wyoming.Medical.Center)

Visit our news site to learn about life
inside Wyoming Medical Center

ThePulse.WyomingMedicalCenter.org

Administration

(307) 577-2211 or **ext. 2211**

Billing

(307) 577-2421 or **ext. 2421**

Chaplain

(307) 577-2417 or **ext. 2417**

Concierge services

Ext. 3015

Food service and menus

Patients can call **ext. 3463** to place your order with a room service
associate or ask about our menu.

Interpreter

(307) 577-2273 or **dial "0"**

Lost & Found

(307) 577-2757 or **ext. 2757**

Operator

(307) 577-7201 or **dial "0"**

Outside number

Dial "9" and then the number

Patient representative/complaints, compliments and your safety

(307) 577-4900 or **ext. 4900**

Wyoming Medical Center
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(307) 577-7201
WyomingMedicalCenter.org

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