



**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.
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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# About us

## ABOUT THIS GUIDE

The Patients, Families and Visitors Guide was developed to help answer questions you may have about your stay at Wyoming Medical Center. We understand that hospitalization is a stressful time for you as a patient and for your family. If you have questions after reviewing this guide, please call **(307) 577-4900** or **(307) 577-2273** for assistance. Our patient relations staff is available 8 a.m. to 5 p.m. Monday through Friday.

## BUILT AROUND YOU

Wyoming Medical Center is Casper's only full-service, non-profit hospital with more than 200 physicians on staff offering over 45 specialties. We have served our community for more than 100 years from our main campus in Central Casper. We treat everyone who walks through our doors, from birth to old age, despite ability to pay, and we proudly serve patients on Medicare, Medicaid and TriCare.

As a regional 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.

In October 2020, WMC partnered with Banner Health to become the healthcare system's flagship hospital for the state of Wyoming. We are the largest hospital in Wyoming with two campuses and 14 primary, specialty and immediate care clinics. As a regional trauma and referral center, we serve 11 Wyoming counties with more than 250,000 people by providing comprehensive heart, stroke and trauma care.

To read more about Wyoming Medical Center, our medical services and amenities, go to [WyomingMedicalCenter.org](http://WyomingMedicalCenter.org).

# Service oriented

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

## CONCIERGE

Concierge service is located on the first floor as you enter the McMurry West Tower on the Central Campus. 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 5:30 a.m. to 4 p.m. Monday through Friday. Call **(307) 577-3015**.

## NURSE MANAGERS

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.

- **Central Campus:** Dial **ext. 7976** from any hospital phone.
- **East Campus:** Dial **ext. 8144**.

## 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 **(307) 577-2794** for more information.

## FOUNDATION

The mission of the Wyoming Medical Center Foundation is to improve the health of the community through financial and educational support. We gratefully accept donations in the form of gifts, bequests and charitable trusts. Learn more at [WyomingMedicalCenter.org/Foundation](http://WyomingMedicalCenter.org/Foundation) or call **(307) 577-2973**.

## MASTERTSON PLACE

Mastertson Place is a hospitality house operated by the Wyoming Medical Center Foundation. It offers low-cost lodging for out-of-town patients and their families while receiving medical care in Casper. Each room has a refrigerator, microwave and phones connected to the hospital system. It is located directly behind Wyoming Medical Center at 310 S. Washington St. For more information, call **(307) 237-5933** or go to [WyomingMedicalCenter.org/Mastertson](http://WyomingMedicalCenter.org/Mastertson).

## 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 PRC — Professional Research Consultants — 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.

## PATIENT EXCELLENCE COMMITTEE

The Patient Excellence Committee 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 Patient Relations Office at **(307) 577-2273**.

# 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 **(307) 577-4900**.

## 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 **(307) 577-4444** and a “Condition H” will be announced overhead. A designated response team will be immediately dispatched to your room. If you are at East Campus and calling from a hospital phone, please dial **9-577-7969**.

## 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.

## PRIVACY CODE

Wyoming Medical Center is concerned about your privacy. If family or loved ones call and would like information regarding your health status, they will need the 4-digit Privacy Code. This number should be shared only with individuals who you wish to receive information about your condition. This helps us make sure only the people you choose can get information about your care. Family members and loved ones **MUST** have this code in order to receive information about your care.

# During your stay

## 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

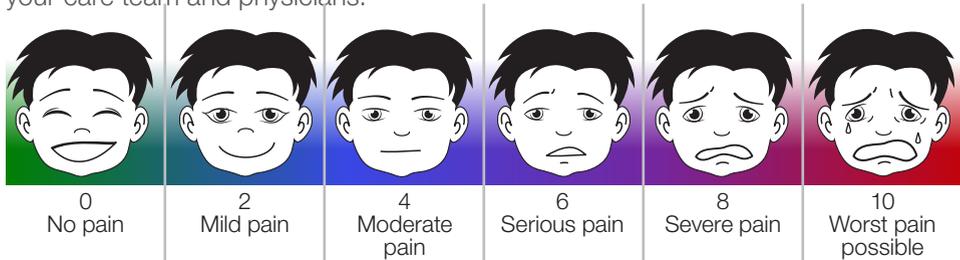
All Wyoming Medical Center employees, physicians and volunteers wear picture IDs on their uniforms and are happy to help you in any way they can. Our color-coded scrubs, uniforms and jackets will also help you identify who is caring for you.

## STAFF UNIFORM COLORS

 <b>Nurse (RN)</b> Ceil Blue	 <b>Nurse Assistant (CNA)</b> Burgundy	 <b>Pharmacy</b> Navy
 <b>OB Staff</b> Pink Top / Gray Pants	 <b>Acute Therapies</b> Black Top / Khaki Pants	 <b>Housekeeping</b> Royal Blue Top / Black Pants
 <b>Respiratory Therapy</b> Gray Top / Black Pants	 <b>IV Therapy</b> Sky Blue Top / Black Pants	 <b>Transport</b> Red Top / Black Pants
 <b>Interventional Radiology</b> Brown	 <b>Radiology / Sterile Processing</b> Gray	 <b>Nutrition Services</b> Black
 <b>Operating / Procedures</b> Caribbean Blue	 <b>Cath Lab</b> Royal Blue	 <b>Laundry</b> Lavender Top / Black Pants
 <b>Emergency / Ambulance</b> Black	 <b>Wound Care</b> Olive Green	 <b>Volunteer</b> Royal Blue Vest

## 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 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 contact our privacy officers at **(307) 577-7201**.

To get copies of your medical records, contact the Release of Information Department at **(307) 577-2463**.

## SECURITY/LOST & FOUND

Security staff is available if you have any concerns about your safety and can escort you to and from your car after hours.

- **Wyoming Medical Center Central Campus security desk** is located at the entrance of our Emergency Department on the first floor. Call **(307) 577-2757**.
- **East Campus security desk** is located in the main lobby. Call **(307) 995-8146**.

Please send purses, jewelry, wallets and other valuables home with a trusted friend or family member. If you cannot, call security to arrange for storage in the safe. To inquire about lost articles, call security.

## VISITING GUIDELINES

Regular visiting hours are from 7 a.m. to 10 p.m. for the Central and East Campuses, but check our website for the latest visitor guidelines. To protect the health and comfort of our patients, we ask that you follow these general guidelines when visiting friends or family.

- 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.

## 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 and give the operator your name and room number. (There are no patient telephones in the ICU.)

- **Central Campus:** Call **(307) 577-7201**.
- **East Campus:** Call **(307) 995-8100**.

Free wireless internet is available. Follow the login instructions provided on your device.

- **Central Campus:** wmc-guest
- **East Campus:** wmc-guest  
(Ask any staff member for the most up to date WIFI password.)

## 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. Sign Language interpretation is available in house via video remote interpretation (VRI) computers.

Request these services:

- **Central Campus:** Call **ext. 7976** or **ext. 2273**.
- **East Campus:** Call **ext. 8144** or **(307) 577-2273**.

## ROOM SERVICE

Our full-service dining menus are available in every room. 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. If your physician orders diet counseling, a dietician will come visit with you regarding your nutritional needs.

- **Central Campus:** 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. Guest trays for patient family members are available. Purchase a \$6 voucher at The Market Place and dial **ext. 3463** to place your order.
- **East Campus:** Patient meals are served from 7 a.m. to 6 p.m. East Campus night CNA will round and collect breakfast orders for the following morning. Lunch orders will be taken by the chef mid-morning and lunch will be delivered between noon and 1 p.m. Dinner orders will be taken mid-afternoon and dinner will be delivered between 5 and 6 p.m.

## 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.

## PASTORAL SERVICES

Our staff chaplains are non-denominational and sensitive to the diverse cultural needs of our community. They are available 7 a.m. to 5 p.m. Monday through Friday. We also have volunteer chaplains on-call if requested.

- **Central Campus:** Dial **“0”** to request a chaplain.
- **East Campus:** Call **(307) 577-7201**.

## HOUSEKEEPING

Clean environments aid healing and your room will be serviced throughout the day. If there is a problem, please notify your nurse or nurses aid.

## 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. The Intensive Care Unit does not allow live plants or flowers in patient rooms due to infection risk.

## PETS AND PET THERAPY

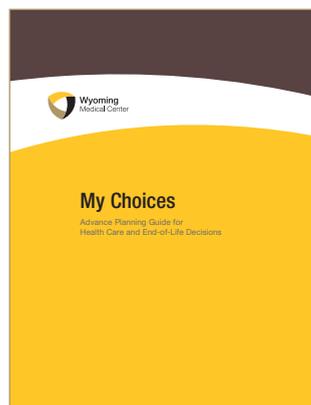
Pets are welcome to visit patients with a physician order. Pets must report to a security desk with a completed pet visitation consent form. Security will verify pet vaccinations and observe the pet for visible illness. Ask a patient advocate, security guard or other staff member for more information.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

## AROMATHERAPY

Aromatherapy options are available upon request to WMC patients. We offer four essential oils to help improve different symptoms and provide comfort. These oils are meant to be used in conjunction with your medical treatments and medications. The oils will be offered for aromatic use, and are not available for diffusion, topical use or ingestion.

## 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 download them from our website, WyomingMedicalCenter.org, under the Patients and Visitors tab.



## 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.

- **Central Campus:** Dial **ext. 4900** if there is any problem with your TV. We offer three health education channels to help improve patient outcomes: **Med Serenity Channel (64)** features guided imagery techniques to help patients with pain relief; **Heart Channel (65)** and **Patient Channel (66)** deliver educational programming designed to empower patients to better manage their care and recovery.
- **East Campus:** Dial **ext. 8144** if there is any problem with your TV.

# Central Campus Services

Services for patients and visitors at our main campus, 1233 E. Second St.

## **PARKING**

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 **(307) 577-2757** for more information.

## **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.

## **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. If you need assistance, please call **ext. 2792 or 5581**.

## **GIFT SHOP**

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

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

## FOOD AND DRINKS

The Market Place, located on the first floor, is a spacious dining area offering 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 is a full-service coffee shop located on the second floor of the McMurry West Tower. It offers a full menu of coffee drinks, snacks and sandwiches.

Drink and snack machines are available 24 hours a day and are located throughout the hospital.

## CHAPEL

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

## 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.

## ATM

An ATM, provided by Bank of the West, is located on campus. Call Security at **ext. 2757** for more information.

# Leaving the hospital

## PREPARING FOR DISCHARGE

Discharge planning begins upon admission to the hospital. When your physician determines you are ready for discharge, your care team will give you instructions regarding medications and activity restrictions. 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 healthcare 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:

	Yes	No
• Do I have a ride home, and does my ride know when to pick me up?	<input type="checkbox"/>	<input type="checkbox"/>
• 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.)	<input type="checkbox"/>	<input type="checkbox"/>
• Do I know how to take my medications?	<input type="checkbox"/>	<input type="checkbox"/>
• Have I made arrangements with family and friends to assist me after discharge?	<input type="checkbox"/>	<input type="checkbox"/>
• If the doctor ordered home care, have I made the necessary arrangements? Do I know how to contact the agency?	<input type="checkbox"/>	<input type="checkbox"/>
• Do I need any follow-up appointments? Have they been scheduled?	<input type="checkbox"/>	<input type="checkbox"/>
• Do I have valuables in the hospital safe? (Call security and we will bring your belongings to you.)	<input type="checkbox"/>	<input type="checkbox"/>
• <b>Central Campus:</b> Call <b>ext. 2757.</b>		
• <b>East Campus:</b> Call <b>ext. 8146.</b>		
• Do I have a copy of my discharge instructions?	<input type="checkbox"/>	<input type="checkbox"/>

## PATIENT PORTAL

Use our Patient Portal to view medical records and results, manage your appointments, message your provider and more.

Read more about and enroll in our Patient Portal at [WyomingMedicalCenter.org/portal](http://WyomingMedicalCenter.org/portal).

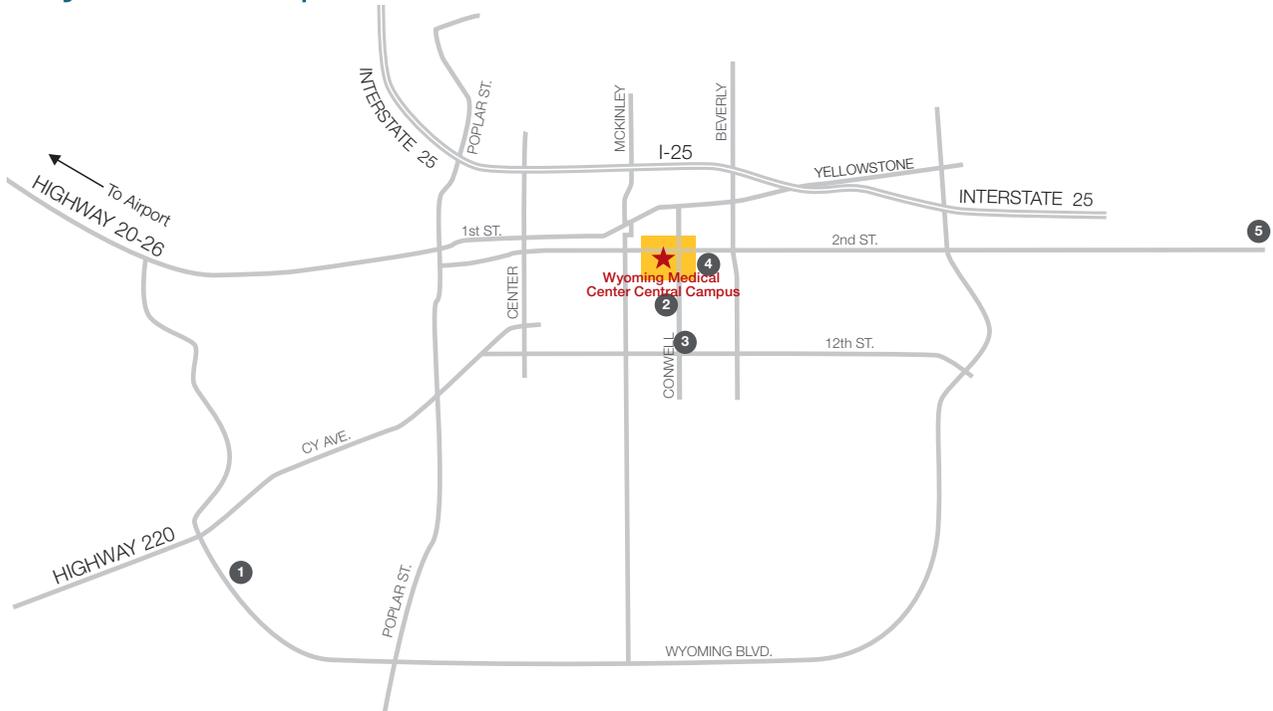
## YOUR BILL

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 **(307) 577-2421**. You can also stop by our office, located at 167 S. Conwell St., from 8 a.m. to 5 p.m. Monday through Friday. For online payments and more billing instructions, go to [WyomingMedicalCenter.org](http://WyomingMedicalCenter.org) and click on Services.

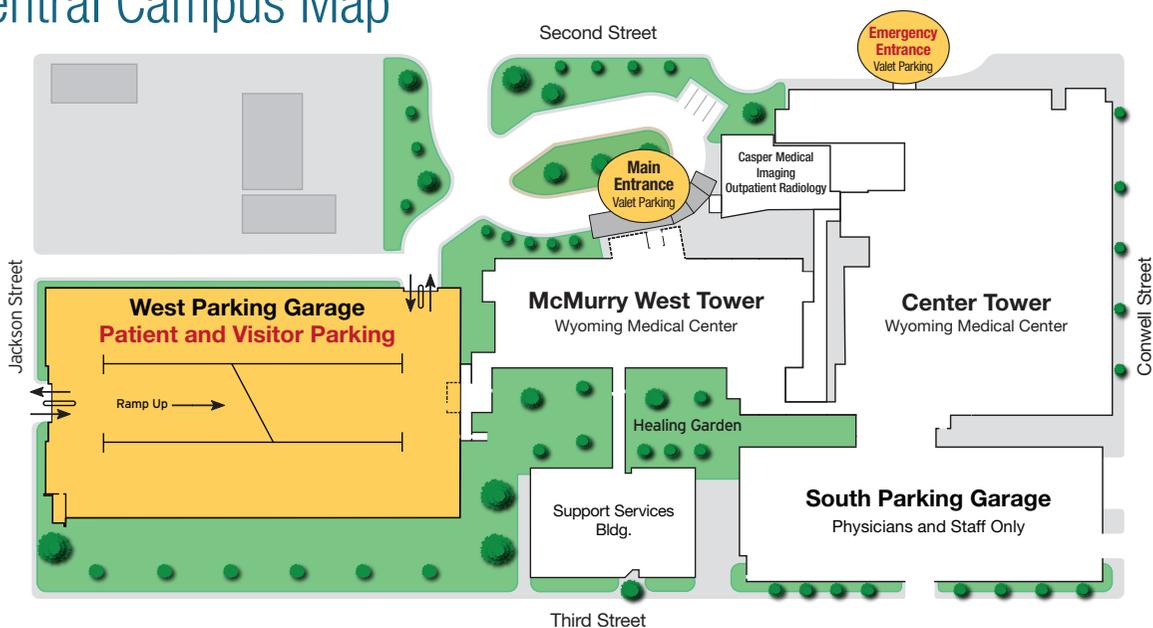
# City Street Map



1. **Mesa Primary Care** (307) 234-6765  
**Immediate Care** (307) 233-7300  
 3632 American Way
2. **Casper Pulmonary** (307) 577-0477  
**Wyoming Arthritis & Rheumatology**  
 (307) 233-0286  
**Wyoming Endocrine & Diabetes Clinic**  
 (307) 577-2592  
**Wyoming Nephrology**  
 (307) 237-5047  
 419 S. Washington, Suite 201

3. **Sage Primary Care** (307) 265-8300  
 1020 S. Conwell
4. **Respiratory Symptom Screening Clinic**  
 (307) 233-0291 (open seasonally)  
 245 S. Fenway
5. **WMC East Campus** (307) 995-8100  
 6550 E. Second St.  
**Cole Creek Primary Care** (307) 473-6768  
**Urgent Care East** (307) 473-6777  
**Wyoming Neurosurgery & Spine** (307) 266-4000  
 6600 E. Second St.

# Central Campus Map



# Floor Directory, Central Campus

## Center Tower

All Center Tower areas can be accessed via the Center Elevators.

- 6** Neuro Unit, *Rooms 631-651*
- 5** Clinical Decision and Medical Unit (center)  
Rooms 550-571  
Progressive Care Unit (east), *Rooms 500-534*
- 4** Medical Unit (center), *Rooms 431-451*  
Pediatric Unit (north), *Rooms 418-430*  
Outpatient Unit (north), *Rooms 400-416*
- 3** Intensive Care Unit  
Visitor Waiting Rooms  
Operating Rooms  
Cath Labs  
Surgical Staging Area  
Post Anesthesia Care
- 2** Administration  
Nursing Administration  
Laboratory  
Employee/Physician/Volunteer Parking  
Medical Records  
Medical Staff Services
- 1** **EMERGENCY**  
Security  
Radiology  
MRI  
**Access to West Tower**

## West Tower

All West Tower areas can be accessed via the West Elevators.

- 4** Orthopedic, Spine and General Surgery Center,  
*Rooms WS 52-82*
- 3** Mother and Baby Center, *Rooms MB 1-12*  
Labor and Deliver, *Rooms WLD 1-6*
- 2** Visitor Parking Garage  
Coffee Shop  
Gift Shop  
Interfaith Chapel  
Preshospitalization and Laboratory  
NERD Health and Wellness Center
- 1** Main Entrance and Valet Parking  
Market Place Dining

# Important Phone Numbers

## Wyoming Medical Center main number

(307) 577-7201  
(800) 822-7201

## East Campus main number

(307) 995-8100  
(877) 266-4700

## Visit us online

For general information visit  
[WyomingMedicalCenter.org](http://WyomingMedicalCenter.org)

Contact us at  
[WyomingMedicalCenter.org/contact](http://WyomingMedicalCenter.org/contact)

## Need a doctor?

Call our 24-hour hotline to be connected with a physician who best meets your needs  
[\(888\) WYO-DOCS](tel:888-WYO-DOCS)

## Become a fan



## Administration

(307) 577-2211

## Billing

(307) 577-2421

## Chaplain

(307) 577-2417

## Concierge services

(307) 577-3015

## Food service and menus

- **Central Campus:** Patients can call ext. 3463 to place your order with a room service associate or ask about our menu.
- **East Campus:** Ask your nurse or CNA about room service schedules or other food service questions.

## Interpreter Services

- **Central Campus:** (307) 577-2273 or dial "0"
- **East Campus:** (307) 995-8144 or 577-2273

## Security/Lost & Found

- **Central Campus:** (307) 577-2757
- **East Campus:** (307) 995-8146

## Operator

Dial "0" within the hospital

## Outside number

Dial "9" and then the number

## To file complaints relating to clinical and/or care issues, or to pass along compliments, contact the Patient Relations Representative

(307) 577-2273

## Compliance and ethical concerns

Wyoming Medical Center provides an avenue for reporting concerns regarding compliance or actions that could be unethical, illegal, or violations of our Code of Conduct. We believe that a compliance hotline is an important part of a compliance program, which allows the reporting of such concerns, which can be reported anonymously.  
(800) 399-3579 or [WyomingMedicalCenter.org/compliance](http://WyomingMedicalCenter.org/compliance)



Thank you for entrusting your care to us.  
It is our promise to exceed your expectations  
for quality care and service throughout your stay.

Central Campus  
1233 E. Second St.  
Casper, WY 82601  
(307) 577-7201

East Campus  
6550 E. Second St.  
Casper, WY 82609  
(307) 995-8100

[WyomingMedicalCenter.org](http://WyomingMedicalCenter.org)