



## **When You or Your Family Member is in the Hospital**

### **The rooms**

Our acute care rooms are sunny and warm, with a wide variety of amenities to promote whole-person recovery – mind, body and soul.

We have nine inpatient hospital beds, including seven private rooms with sweeping views of Blackbird Island, Blackbird Lodge, the Enchantments and Tumwater Mountain. Every room has a private bathroom and shower with bedside and bathroom call buttons if you need assistance.

### **What to bring for an overnight hospital stay**

Insurance information and identification card

- List of doctors, including phone numbers and other contact information
- Telephone numbers of people to call in an emergency
- Test reports, lab results and copies of recent X-rays
- Names and dose of all medications, including prescription drugs as well as vitamins, herbals, laxatives and other over-the-counter products
- List of any allergies to medicine and food
- Eyeglasses, dentures and hearing aids
- Personal items such as toothbrush, toothpaste, comb, hairbrush, shampoo, battery-operated shaver and deodorant
- Robe, slippers and a nightgown, a favorite pillow
- Cell phone and charger

### **Visiting Hours & Guidelines**

We recognize the value of family and friends in the recovery process. Therefore, guests are allowed in patient rooms at all hours.

Guests may enter the building at the main admitting entrance on Commercial Street during business hours. At other times, please enter through emergency department entrance on 8th Street. Check in at the main admitting desk or the emergency admitting window to receive a visitor's badge. Before going into a patient's room, please check in at the nurses' station.

We offer also coffee, snacks, a fridge, a sink and a newspaper at our family refreshment station in the acute care hallway. We also offer in-room furniture that converts into a sleeping pad for visitors who want to stay by their loved ones' side.

For the safety of our patients and staff, pets are not allowed in the hospital rooms. Special arrangements can be made for a pet visit in the patient dining room. Ask your nurse for details.

We also ask that people with colds, sore throats or any other contagious disease not visit patients.

Guests may be asked to wait outside the patient room during tests and other procedures. Patients can ask the nurse to limit visitors at any time.

### **Patient Meals**

Patients can place orders for breakfast, lunch and dinner from a bedside menu. Dietary Services will deliver meals at 8 a.m., noon and 5 p.m. Snacks and beverage are available any time from your nurse.

### **Telephones**

There is a telephone in each patient room. Local calls are free, and long distance calls can be made with a credit card or third party calling.

- Local calls: dial 9 and then the number
- For calling card calls: dial 9 and then the toll-free number
- Cell phones are allowed in your room.
- If you would like to rest and not be disturbed, please tell your nurse, and he or she will hold your calls. Family and friends may call a patient's room by dialing (509) 548-5815 and asking for the nurses' station or your room number.

### **Entertainment**

A television with basic cable is provided for each patient. Handheld remotes are available. We also offer a wide variety of games, books, toys, movies and audiobooks. Please ask your nurse for assistance.

### **Socialization**

A few times a week, our staff hosts a coffee hour, meal, activity or live music for patients in the patient dining room.

### **Mail**

Mail will be delivered to a patient's room. If we receive mail after you are discharged, it will be forwarded to your home address.

### **Flowers and Balloons**

Flowers, balloons and other gifts will be delivered to a patient's room. Due to patients and staff who may have sensitivities to latex, we will not accept latex balloons. Mylar (foil) balloons are acceptable.

### **Environmental Services**

A housekeeper will clean your room once a day. If you need extra blankets, towels or pillows, please contact your nurse.

### **Valuables**

Personal valuables and cash should be left at home or with family members for safekeeping. The hospital is not responsible for money or items of value kept in your room. If you lose an item, please inform your nurse.