

Visiting Guidelines

- Visiting hours are 10:00 a.m. to 9:00 p.m. daily for Labor & Delivery, Birth Care and Women's Care.
- NICU visiting hours are any time, except 2:30 to 3:30 a.m. and p.m., and 6:00 to 7:30 a.m. and p.m.
- The number of visitors allowed per patient will vary based upon the unit.
- Visitors to Labor & Delivery and the NICU must be at least 14 years of age.

All visitors to Triage, Labor & Delivery, Birth Care Postpartum and the NICU must obtain a visitor badge from the Information Desk, located on the ground floor of the Helmerich Women's Center. A visitor badge is not required for Women's Care. The visitor badge grants access to a specific hospital unit and must be exchanged for access to another hospital unit, if the patient is moved.

Waiting Areas

The Helmerich Women's Center has several waiting areas. We have considered the needs of our patients and their visitors through the design and location of the waiting areas. The hospital has seven waiting areas to serve patients in all units. These waiting areas are positioned on three floors of the hospital.

Ground Floor

- **General waiting** is throughout the lobby. Two telephones are located in the lobby: 579-8046 and 579-8047
- **Children's waiting** requires adult supervision for children in the play area.
- **Triage waiting**, located inside Triage for families of women in the unit. Telephone number: 579-8011
- A TDD device for the hearing impaired is located in the courtesy telephone booth next to the Information Desk.

1st Floor

- **Labor & Delivery waiting** overlooks the main lobby. Telephone number: 579-8133
- **NICU waiting** is located outside of the entrance to the unit. Telephone number: 579-8171

2nd Floor

- **Birth Care Postpartum waiting** overlooks the main lobby. Telephone number: 579-8533
- **Women's Care waiting** is located outside of the entrance to unit. Telephone number: 579-8586

Parking

Parking for the *Peggy V. Helmerich Women's Health Center* is in the 6-story garage at the corner of 11th and Utica. The garage also serves visitors to Hillcrest Medical Center and the Leta M. Chapman Breast Health Center. Recreational vehicle parking is available; please contact Security at 579-3300 for details.

Cafeteria Services

The Cafeteria is located on the 2nd Floor of Hillcrest Medical Center and may be reached by using the south elevators of Hillcrest Medical Center.

Cafeteria hours are 6:30 a.m. to 1:30 a.m.; the vending machines are always available. Meal selections are changed according to the following hours:

Monday-Friday

Saturday-Sunday & Holidays

Breakfast: 6:30 a.m. to 9:30 a.m.

7:00 a.m. to 9:30 a.m.

Lunch: 10:30 a.m. to 2:30 p.m.

10:30 a.m. to 2:30 p.m.

Dinner: 4:00 p.m. to 7:00 p.m.

4:00 p.m. to 7:00 p.m.

Vending Area

Vending machines are located in the Vending area across from the Children's Waiting room. The Vending area is for visitors to relax and enjoy food that has been brought into the hospital. Please, no food in the lobby or waiting areas.

Meals Served in Your Suite

A menu will be given to you so that you may choose your meals for the next day. If you have questions regarding the menu, please ask the staff member collecting the menus.

If a guest would like to dine with you during scheduled meal times, they must pre-pay for a meal tray at the Cashier's counter in the Cafeteria and present the receipt to your nurse. Guest meals should be ordered when completing your menu selection form.

The Select Menu is available to special order an upscale meal. Additional cost and preparation are necessary for meals from the Select Menu. If you and your partner are interested in knowing more about this special dine-in option, please call extension 6175 or 579-6175 from outside the hospital, for more information.

Mail and Flowers

Mail and flowers will be delivered to your room. Mail arriving after your discharge from the Helmerich Women's Center will be forwarded to your home address. Outgoing mail should be given to your nurse.

Valuables and Personal Items

Patients are encouraged to send all valuables and money home with family or friends. This is especially true when valuables such as jewelry, dentures and glasses must be removed prior to a procedure or surgery.

The Helmerich Women's Center does not assume responsibility for the loss of valuables or personal items. If you are unable to send valuables home, a hospital safe is available for small, personal valuables and money. Please contact your nurse and make arrangements to place these belongings in the safe.

Gift Shop

The Gift Shop is located in the lobby of Hillcrest Medical Center. It is open Monday through Friday from 9:00 a.m. to 8:00 p.m.; Saturday, 9:00 a.m. to 5:00 p.m.; and Sunday noon to 5:00 p.m. To make a purchase from your room, call 579-7787 for assistance.

Newspapers

Newspapers are delivered to guests with the breakfast tray. Additional newspapers are available from vending machines located in the foyer of Helmerich Women's Center.

Automated Teller Machine

An Automated Teller Machine (ATM) is located on the ground floor of Hillcrest Medical Center, across from the main Information Desk.

Pastoral Care

Hospital Chaplains are available 24 hours a day for spiritual care and emotional support. If you would like to visit with a Chaplain, please inform your nurse or dial "0" for the hospital operator. A daily devotional and prayer line is available by calling 579-6250. The Livingston Chapel, located on the Plaza Level of the Tower Building, is always open for private prayer and meditation. Every Sunday at 10:00 a.m., a 30-minute non-denominational worship service is held at the Chapel. If you wish to attend this service, notify your nurse. You may wear hospital attire to this service.

Security/Lost & Found

Trained officers patrol the Hillcrest campus 24 hours a day. If you are aware of a potentially disruptive situation, immediately notify Security at 579-3300 or dial "0" for the hospital operator. Security officers are also available to escort patients, families and visitors to their automobiles. If you have questions regarding lost or found items, contact Security at 579-3300.

No Smoking Policy

The Helmerich Women's Center and Hillcrest Medical Center are committed to maintaining a smoke-free environment; therefore, smoking is not allowed in any of the buildings. Visitors are allowed to smoke in the designated smoking area located southwest of the main entrance to Hillcrest Medical Center or on the south side of Kaiser Medical Center.

Social Work & Case Management Services

Social workers and nurse case managers work closely with patients, their families and physicians to coordinate a healthcare plan, prepare for discharge and assist with community referrals. The staff may be reached by dialing 579-2250.

Financial Arrangements & Responsibilities

Hillcrest requests payment of estimated deductibles, co-insurance, personal convenience items and self-pay amounts at the time of registration or admission. A financial counselor is available to answer your financial questions at 579-7518.

If financial arrangements are not completed at the time of discharge, you or an immediate family member may need to visit with the hospital's financial counselor. Once discharged, a summarized statement of your hospital bill will be mailed to your home. You and/or your guarantor are financially responsible for deductible, co-insurance, and all services not covered by insurance benefits or entitlements. If you have questions regarding your hospital bill, please call 579-7516 between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday.

Regardless of ability to pay, services will not be delayed for patients who have an emergency medical condition. For individuals with catastrophic medical bills, who meet specific criteria, financial assistance may be available. For further details, contact the business office at 579-7516.

Patient Self Determination

Each patient should receive information concerning the Patient Self Determination Act, or Living Will. Patients are encouraged to discuss specific wishes with their physicians and/or family. Oklahoma law is quite restrictive regarding decisions made for patients who are unable to make their own decisions. Therefore, it is recommended that patients consider appointing a healthcare proxy. The nursing and pastoral staff is available to assist you, and this proxy appointment can be made without an attorney and at no cost.

Library

Patients and families may access the Hillcrest Medical Library for health information resources. Internet access to LAURUS Health or other health related web sites is also available. The Hillcrest Medical Library is located on the second floor of the Helmerich Conference Center. Hours are from 8:00 a.m. to 4:30 p.m., Monday through Friday. You may contact the librarian at 579-8357 for further information or through fax at 579-8388.

Medicaid Program

Hillcrest HealthCare System hospitals participate in the State Medicaid Program, Title 19. To qualify for this program, an individual generally must be at or below the poverty income guidelines set forth by the State of Oklahoma. Other categories for assistance include Aid to Aged, Blind, Disabled, or Families with Dependent Children. Please call the financial counselors at 579-5051.

Newborn, Child and Adolescent Patient Rights

- There is coordination of the family and/or guardian involvement throughout the course of treatment.
- When a course of treatment separates the child or adolescent patient from normal daily activities for a significant period of time, the patient's needs for activities are provided for in the appropriate setting.
- Needed services are provided either directly or through referral, consultation, or contractual arrangements and/or agreements.
- Procedures are explained to the child or adolescent patients in a manner appropriate for their age. Informed consent is obtained from the parent/guardian.
- Furniture and equipment are appropriate to age, size and developmental needs of the patient.
- There are appropriate educational services through the Tulsa Public School District for each child or adolescent patient when the treatment causes a significant absence from school.
- When a newborn, child or adolescent patient is transferred or discharged, the patient's need for continuing treatment, continuing education and support for normal development is assessed.

The Hospital's Responsibilities to the Patient

- You have a right to be informed regarding your rights.

- You have a right to reasonable access to care and treatment.
- You have a right to security, personal privacy and confidentiality of information in your health care treatment.
- You have a right to receive care in a safe setting.
- You have a right to quality treatment, considerate care and continuity of care that is respectful of your personal values and spiritual and cultural beliefs.
- You have a right to impartial treatment without regard to your age, race, gender, national origin, religion, disability or other status protected by law.
- You have a right to be free from all forms of abuse or harassment.
- You have a right to be free from restraints of any form that are not medically necessary and from the use of seclusion.
- You have a right to be informed about your medical treatment and to provide informed consent before you are treated. This right includes receiving information regarding anticipated benefits, risks and side effects of all medications and treatment.
- You have a right to informed participation in the formulation of your treatment plan and decisions regarding your care, and to know the names of the staff members responsible for your care.
- You and your family have a right to participate in the consideration of ethical issues involving your care, including issues of conflict resolution, withholding resuscitation, forgoing or withdrawal of life-sustaining treatment, and participation in investigational studies/clinical trials.
- You have a right to refuse participation in any research project or clinical training and to refuse any proposed treatment.
- You have a right to effective pain assessment and management.
- You have a right to formulate an Advance Directive for Health Care and to have hospital staff comply with your Advance Directive.
- You have a right to receive care whether or not you have signed an Advance Directive.
- You have the right to appoint a decision-maker in case you are incapable of understanding a proposed treatment or procedure or are unable to communicate your wishes regarding care.
- You have the right to access protective services, if needed. (Adult Protective Services, Child Welfare, etc.)
- You have a right to confidentiality of your medical records and communications with your healthcare providers, except when state or federal law requires disclosure.
- You have a right of access to information contained in your records within a reasonable time frame.
- You have a right to be transferred to another facility if this hospital cannot provide the services you need.
- You have the right to be cared for by staff educated about patient rights and their role in supporting those rights.
- You have the right to request to see a copy of the hospital's Code of Ethical Behavior Policy.
- You have a right to examine and receive an explanation of your bill regardless of the source of payment.
- In exercising your rights, you may not infringe on the rights of others.
- You have a right to express grievances about your care or possible violations of your rights. The Patient Grievance Committee may be reached through the Customer Service Hotline at extension 5255, or 579-5255 from outside the hospital.

The Patient's Responsibilities to the Hospital

- You have the responsibility to bring with you information about past illnesses, hospitalizations and other matters relating to your health, and to answer questions concerning these matters to the best of your ability and recollection.
- You have the responsibility to cooperate with all hospital personnel caring for you, and to ask questions concerning any direction given that you do not understand.
- You have the responsibility to be considerate of other patients and to see that your visitors are also considerate.
- You and your visitors have the responsibility to abide by all hospital rules and regulations.
- You have the responsibility to be prompt in arranging for the payment of your hospital bills, to provide necessary information for insurance processing, and to be prompt about asking questions concerning your hospital bills.
- You have the responsibility to keep all appointments at their scheduled time, or to contact the hospital as early as possible if you cannot keep a scheduled appointment.
- You have the responsibility to help your physician, nurses and other medical personnel in their efforts to return you to health by following their instructions and medical orders and by asking questions if you do not understand these instructions or medical orders.
- Upon discharge from the hospital, you have the responsibility to maintain the treatment recommended by your physician, and to notify your physician if treatment recommendations cannot be followed as prescribed.

Telephone Numbers (area code 918)

Peggy V. Helmerich Women's Health Center

Helmerich Women's Center Operator	579-8000
Administrative Offices	579-8021
Admission / Registration	579-8015
Birth Care Postpartum Nurse Station	579-8500
Direct Dial Patient room in Labor & Delivery XX is the last 2 digits of room number	579-81XX
Direct Dial Patient room in Birth Care XX is the last 2 digits of room number	579-85XX
Direct Dial Patient room in Women's Care XX is the last 2 digits of room number	579-85XX
Information Desk	579-8010
Labor & Delivery Nurse Station	579-8100
Lactation Support	579-8018
Leta M. Chapman Breast Health Center	579-8080
Marvelous Multiples®	579-8946
Neonatal Intensive Care Unit Nurse Station	579-8150
Patient Billing Information	579-7516
Prenatal & BirthCare Education	579-8028
Triage Nurse Station	579-8014
Tulsa Center for Fertility	584-2871
Women's Care Nurse Station	579-8590

Hillcrest Medical Center Campus

Hillcrest Medical Center Operator	579-1000
Case Management/Social Services	579-2250
Customer Service Hotline	579-5255
Emergency Department	579-6150
Gift Shop	579-7787
Hillcrest Guest House	579-5080
Pastoral Care	579-6210
Safety Office	579-7838
Security	579-3300