

# PATIENT INFORMATION AND SERVICES



**800 East 21<sup>st</sup> Street, PO Box 5045**  
**Sioux Falls, SD 57117-5045**  
**(605) 322-8000**  
**[www.averamckennan.org](http://www.averamckennan.org)**

Welcome to Avera McKennan Hospital and University Health Center.

In 1911, the Presentation Sisters of Aberdeen founded McKennan Hospital. Through the generosity of Helen McKennan and the support of the community, the hospital took root and flourished.

Today, we continue our tradition of Caring for Life as a member of Avera Health under the sponsorship of the Presentation and Benedictine Sisters. Avera comes from a Latin word meaning “to be well.” Our mission is to make a positive impact in the lives and health of persons and communities by providing quality services guided by Christian values.

Our founders would be proud and astonished by our advanced medical technologies. With remarkable new procedures and state-of-the-art facilities, our capabilities for caring have multiplied.

The information on the following pages provides an overview of our services and explains the procedures Avera McKennan follows to ensure you receive the highest quality of care during your stay.

We believe it is important for you and your family to be comfortable communicating with your caregivers, so please do not hesitate to ask questions or seek assistance from our staff.

Our wish for you is “to be well.”

A handwritten signature in black ink, appearing to read "Fred Slunecka", with a long horizontal flourish extending to the right.

Fred Slunecka  
Regional President

# Table of Contents

## **About The Hospital.....4**

- Chaplaincy and Worship Services*
- Community Blood Bank*
- Food Services*
- Gift Shop*
- Information Desk*
- Matt Nasser Video Library*
- Newspapers*
- Parking*
- Telephone and Cell Phone Information*
- Television Channels*
- Tobacco Use*

## **Patient Information.....8**

- Preparing For Your Hospital Stay*
- Patient Rights and Responsibilities*
- Your Bill*
- Home Health and Hospice Services*

## **Visitor Services.....14**

- Visiting Hours*
- Waiting Rooms*
- Lodging and Accommodations*
- Avera McKennan Foundation*

## About The Hospital

### *Chaplaincy and Worship Services*

The Avera McKennan Chaplaincy staff is an ecumenical team of priests, sisters, ordained ministers and trained laity who regularly visit patients and families and respond to referrals from the hospital staff. We seek to respect the religious and spiritual beliefs and traditions of all the patients and families we serve. We work in collaboration with the pastors and religious leaders of our patients and will gladly contact your pastor or religious community upon request.

Avera McKennan believes that the care of the whole person is necessary for healing. The Chaplaincy staff is available 24 hours a day for your spiritual, religious and pastoral needs. Ask your nurse for assistance in calling Chaplaincy.

The Chapel is located on the Ground Level of the hospital and is open 24 hours a day for prayer and meditation. Daily Catholic Mass is offered at 4 p.m., Monday-Friday, and an ecumenical worship service is offered at 3 p.m. on Wednesdays. There is also a Saturday Vigil Mass at 7:30 p.m. All services are televised on Channel 16.

Scripture meditation is televised daily on Channel 17.

Local Televised Sunday Services include:

#### *Catholic Sunday Mass*

KSCB Channel 30 at 9:30 a.m.

KELO Channel 3 at 10:00 a.m.

#### *Lutheran Sunday Services*

First Lutheran Church

KSFY Channel 7 at 11:00 a.m.

Our Savior's Lutheran Church

KTTW Channel 9 at 9:30 a.m.

#### *Baptist Sunday Services*

First Baptist/Aberdeen

KSFY Channel 7 at 10:00 a.m.

### *Community Blood Bank*

The Community Blood Bank is a shared community resource throughout the region. Their goal is to ensure an adequate and safe blood supply for the communities they serve. If you are interested in donating blood, please stop at the Blood Bank, located on the first floor of the hospital. You can also call to make an appointment, (605) 322-7111.

### *Food Services*

#### Patient Meals

Patient meals are served at the following times:

Breakfast                7 a.m. – 8:30 a.m.

Lunch                    11:30 a.m. – 12:30 p.m.

Dinner                   5 p.m. – 6 p.m.

### Meal times for 1 West – Medical/Surgical

Breakfast	7:50-8:15 a.m.
Lunch	11:50 a.m.-12:15 p.m.
Dinner	5:45-6:15 p.m.

### Cafeteria and Coffee Shop

The hospital cafeteria is located on the Ground Level, west of the main lobby, and the hours during which the cafeteria and the grill prepare meals are posted.

The Coffee Shop is also located on the Ground Level, in the main lobby next to Admitting. The hours of operation are posted.

Sandwiches, snacks, pop, ice cream and coffee are available 24 hours a day from the vending machines located near the cafeteria. Vending machines are also located in the ICU-East waiting room.

### Food from Home

Avera McKennan recognizes your right to bring in food from outside the hospital. However, because we cannot ensure the safety of non-hospital prepared food, we accept no responsibility for its safety. We recommend consuming perishable items immediately. However, if needed, we will label perishable items with your name and the date for storage in the refrigerator. We will discard items after 24 hours. Avera McKennan accepts no responsibility for non-compliance to your dietary restrictions with outside food.

### *Gift Shop*

The Gift Shop is located on the Ground Level of the hospital. Gift Shop hours are posted at the shop's entrance.

### *Information Desk*

The Information Desk is located on the Ground Level, near the hospital's main entrance.

### *Matt Nasser Memorial Video Library*

The video library, established in memory of Matt Nasser by his family and friends, has over 1,000 entertainment videos (rated G, PG and PG-13) for use by patients and their families while at Avera McKennan. Visit the Medical Library on the ground floor to check out a video. Viewing equipment is available in all rooms in the Children's and Women's Centers. In all other patient areas, ask your nurse for assistance.

### *Newspapers*

Newspapers may be purchased in the outpatient lobby on the Ground Level of the hospital. They are also sold room-to-room every morning.

### *Parking*

Free parking is available in two parking ramps that are connected by skywalk to the hospital and other campus buildings.

Courtesy valet parking at the front entrance of the hospital is for patients and individuals needing special assistance and is available Monday through Friday. The hours for valet service are posted at the front entrance. Courtesy valet parking for patients and individuals needing special assistance is also available at the Physician's Office Building and the Avera Cancer Institute.

## *Telephone and Cell Phone Information*

### Your Telephone:

- Local calls are free. Just dial “9” and the number.
- To call another patient’s room, dial “0” and ask for assistance from the operator.
- To place other calls, dial “9” and then “0,” area code and number. Long distance calls must be made collect, by credit card or billed to your home number.
- Incoming calls will be forwarded to your room between 7 a.m. and 10 p.m. Calls may be restricted at your request or by doctor’s orders.
- Public telephones are located on the Ground Level of the hospital, near the Information Desk.

### Using Cell Phones:

**In order to ensure a safe environment for our patients, the use of cellular phones is prohibited in the areas listed below. Cellular phones should be turned off in these areas and not left on “stand by” mode.**

1 East, Cardio/Neuro/Pulmonary

1 West, Surgical/Trauma

Acute Dialysis Unit

Burn Unit

Cardiac Catheterization Lab

Community Dialysis

Emergency Department

Intensive Care Unit East and North

Neonatal Intensive Care Unit

PAR (Anesthesia and Recovery)

Pediatric Intensive Care Unit

Select Specialty Hospital

Surgery

Women’s and Children’s Centers

### Useful Phone Numbers

Administration (605) 322-7800

Business Office/Patient Billing (605) 322-6400

Chaplaincy Services (605) 322-7941

Gift Shop (605) 322-7875

Information (605) 322-8000

Intensive Care East/Surgery Waiting Area (605) 322-2653

Intensive Care North Waiting Area (605) 322-2380

Marketing/Public Relations (605) 322-7950

Patient Representative (605) 322-7978

Social Services (605) 322-8400

### *Television Channels*

This is the current television channel listing:

3	KELO-CBS/Sioux Falls	38	Cartoon Channel
4	Cable News Network (CNN)	39	TV Land
5	KDLT-NBC/Sioux Falls	40	Arts & Entertainment (A&E)
6	TV Guide	41	Satellite Emission Spectrum
7	KSFY-ABC/Sioux Falls	42	Avera McKennan Satellite
8	KUSD/SD Public Television	43	Satellite Emission Spectrum
9	KTTW-FOX-Sioux Falls	44	The Learning Channel (TLC)
10	KCPO-UPN	45	SCI-FI Channel
11	Classified Ad Channel	46	History Channel
12	The Weather Channel	47	ESPN – Sports Programming
13	Avera McKennan Radio	48	ESPN 2 – Sports Programming
14	KWJB- Warner Brothers	49	ESPN Classic Sports
15	ABC Family Channel	50	FOX Sports Net
16	Avera McKennan Chapel Services	53	Turner Classic Movies
17	Avera McKennan Meditation	54	American Movie Classics (AMC)
18	KAUN-PAX TV	55	Bravo Network
20	OWL – Sioux Falls Public Schools	56	FX Network
21	Congressional Network (CSPAN)	57	TBS/Atlanta, GA
22	KSMN/Minnesota Public Television	58	USA Network
24	FOX News	59	Turner Network (TNT)
25	MSNBC Network	60	The National Network (TNN)
26	Headline News	61	Comedy Central
27	Consumer News/Business Channel	62	E! Entertainment
28	Congressional Network 2 (CSPAN-2)	65	Video Hits One (VH1)
29	Lifetime	66	Country Music Television (CMT)
30	Sioux Falls Christian Broadcasting	67	Speed Channel
31	QVC Shopping Channel	68	The Health Network
32	Women’s Entertainment (WE)	69	The Outdoor Channel
33	Food Network	70	Discovery Health
34	Travel Channel	71	Outdoor Life
35	Home and Garden (HGTV)	72	Home Shopping Network
36	Disney Channel	76	TECH-TV
37	Nickelodeon	78	Univision
		98	Inspiration Network
		99	Eternal Word Network

### *Tobacco Use*

Avera McKennan facilities are tobacco-free environments, which supports healing for patients and reduces health risks to staff and to visitors.

## Patient Information

### *Preparing For Your Hospital Stay*

#### Items To Bring From Home

- Medications: While you are in the hospital, all your medications will be administered by a nurse who will give you only those medications prescribed by your physician. **Please bring any medications you are currently taking in their original containers with you to the hospital.** The nurse will record the information and will then return these medications to a family member to take home. List of allergies, especially to medication and latex
- Personal items such as toiletries, glasses, contacts, denture supplies. We recommend you leave any other valuable personal items at home, however. Avera McKennan is not responsible for loss or theft of personal valuables.
- Robe and slippers are optional (Avera McKennan has both available)
- Walking shoes
- Medicare and/or insurance card (you need to be prepared to pay for any medications needed at the time of discharge)
- Living Will or Durable Power of Attorney for Healthcare: An Advance Directive can be created through your personal attorney or assistance is available through Avera McKennan Social Services. Appointments may be made with the Social Services Department by calling (605) 322-8400.

#### Guide to Bed Safety

Patients who have problems with memory, sleeping, incontinence, pain, uncontrolled body movement or who get out of bed and walk unsafely without assistance, must be carefully assessed to determine how to keep them from harm, such as from a fall. Bed rails may be used to help provide safe care.

Benefits of bed rails include:

- Aiding in turning and repositioning within the bed
- Providing a hand-hold for getting into or out of bed
- Providing a feeling of comfort and security
- Reducing the risk of patients falling out of bed when being transported

Some potential risks include:

- Injury when patients or a part of their bodies are caught between rails or between the bed rails and mattress
- More serious injury from falls when patients climb over rails
- Feeling isolated or unnecessarily restrained
- Preventing patients who are able to get out of bed from performing routine activities such as going to the bathroom

When bed rails are used, staff will continually assess the patient's physical and mental status and determine how to optimize patient safety. If you are concerned about using bed rails, talk with the healthcare team to determine if there are other alternatives or to learn about how they can help you adjust to the use of bed rails.

## *Patient's Rights and Responsibilities*

We at Avera McKennan are dedicated to providing you with the best possible health care. As part of this commitment to quality care, we want to make sure you are treated with dignity and respect, and that you are given all the information you need to understand your condition and make decisions about your treatment. These components of care are known as your Patient Rights. In addition, there are some Patient responsibilities you have which can help us work together to ensure you receive quality care. Please take time to read about your Patient Rights and Responsibilities. Your healthcare professionals are available to answer any questions you may have.

### **1. Respectful Care**

You have the right to be treated with dignity, concern and respect. You have the right to care that takes into account the social, spiritual and cultural matters that have an effect on your illness.

### **2. Complete Information**

You have the right to and are encouraged to obtain from your doctor and other caregivers complete and current information about your diagnosis, treatment and treatment outcomes in words that you can understand. You have the right to know the names and roles of the professionals taking care of you.

### **3. Care Decisions**

You have the right to participate in making decisions about the medical care you receive. Your family may be included in care decisions if you wish. You have the right to agree to or refuse treatment as permitted by law and hospital policy, and to know the end result of your action. If you refuse a suggested treatment you will receive other care and services as needed. The hospital will make every attempt to provide you with care based on the seriousness of your illness and the hospital's ability to treat you. Under no situation will your care be directed by your ability to pay or by any other factors not medically related to your care. You can expect to be told about care alternatives when hospital care is no longer appropriate. When medically proper and legally permitted, or on your request, you may be transferred to another facility. You have the right to have a family member or representative and your own physician notified promptly on your admission to the hospital upon your request.

### **4. Restraints**

You have the right to be treated in the least restricted way that preserves your safety and that of other patients and staff. This means that you will be free from physical restraints and excessive medications unless necessary for the protection of your health or safety.

### **5. Pain Management**

You have a right to receive information about pain and pain relief measures. You can expect staff commitment to pain prevention and management and health professionals who respond quickly to your reports of pain. You can expect that your reports of pain will be believed and that state of the art pain management will be provided.

### **6. Advance Directive**

You have the right to have an advance directive such as a living will, health care proxy or durable power of attorney for health care. You have the right to have hospital staff and other health care providers in the hospital act in accordance with these directives. These documents state your wishes about treatment or name someone to decide for you if you are unable to do so. You should give a copy of your advance directive to the hospital and your doctor at the time of admission.

## 7. **Patient Needs**

**Privacy:** You have the right to every consideration of privacy. All parts of your medical care, examination and treatment will be conducted so as to protect your privacy.

**Confidentiality:** You have the right to expect that all communications and records related to your care will be treated as confidential by the hospital, except when reporting is permitted or required by law.

**Security:** You have the right to have all care and treatments provided to you in a safe and secure area.

**Communication:** You have the right to expect unrestricted access to communication. When it is necessary to restrict visitors, mail, telephone calls or other forms of communication as a part of your care you have the right to be included in any such decision. You have the right to expect any communication to be given in a language you can understand.

## 8. **Review Records**

You have the right to review the records related to your medical care and to have the information explained or interpreted as necessary, except when restricted by law. You have the right to access this information within a reasonable time frame. You have the right to request amendments or corrections to your medical record.

## 9. **Business Relationships**

You have the right to ask and be informed of the existence of business relationships among the hospital, educational institutions, other health care providers or payers that may influence your treatment and care.

## 10. **Research Treatment**

You have the right to know about research or experimental treatment that your doctor may make available. You have the right to consent to or refuse to participate in proposed research studies or experimental care.

## 11. **Hospital Policies**

You have the right to be informed of hospital policies and practices that relate to patient care treatment and responsibilities. You have the right to be informed of available resources for resolving problems or questions about quality of care, such as ethics committees or patient representatives. You have the right to expect a timely response to your problem or question.

You have a right to be informed of the hospital's charges for services and available payment methods.

## *Patient's Responsibilities*

### 1. **Correct and Full Information**

- You are responsible for telling those caring for you information about symptoms, past illnesses, hospitalizations, medications or other pertinent information.
- You are responsible for informing your healthcare providers about any changes in your condition.

### 2. **Responsible for Your Actions**

- To participate effectively in decision-making, you are encouraged to take responsibility for asking questions when you do not fully understand about your care or what you are expected to do.

- You are responsible for following the care, service, or treatment plan developed for you. You should express any concerns you have about your ability to follow and comply with the proposed care plan or course of treatment.
- You are responsible for understanding the consequences of the treatment alternatives and not following the proposed plan. You are responsible for the outcomes if you do not follow the care, service, or treatment plan.

### 3. **Pain Management**

- As a patient of this hospital, we expect that you will ask your doctor or nurse what to expect regarding pain and pain management and discuss pain relief options with your doctors and nurses. Please work with your doctor and nurse to appropriately assess your pain and develop a pain management plan. Ask for pain relief when your pain first begins and tell your doctor or nurse if your pain is not relieved.

### 4. **Advance Directive**

You are responsible for making sure that the hospital has a copy of your living will and/or durable power of attorney for health care if you have one.

### 5. **Following Rules and Regulations**

You are responsible for following the hospital's rules and regulations concerning patient care and conduct.

You are responsible for considering the privacy and rights of others when you have visitors or are using the television, radio or telephone.

### 6. **Payment of Bills**

You are responsible for providing necessary insurance information and for working with the hospital to make payment arrangements, when necessary.

Avera McKennan Hospital and University Health Center wishes to promote open communication regarding your hospital experience. We encourage you to call the Patient Representative at (605) 322-7978 to voice any complaints or concerns, or to ask questions.

Source: American Hospital Association, 1992.  
CAMH – JCAHO 2001

### *Your Bill*

Avera McKennan is committed to providing the best possible care for you and your family. In addition to caring for your medical needs, we also want to help you understand your financial responsibility as a patient.

#### 1. **Your Insurance Information:**

You will be asked to provide or present all insurance/third party payer information. This is usually found on your insurance card **so please have your insurance cards with you when visiting with a Pre-Admission Representative by phone or when you come to the hospital.** While Avera McKennan will file insurance claims on your behalf, this does not release you from any responsibility for charges billed to your account. Your insurance contract is between you and your insurance company.

2. Payments Due Prior to Service:

**Payment of deductibles, co-payments and non-covered services are also expected at or prior to the time of services.** Payments may be made by cash, credit card or check.

3. Insurance Payments

It is important for you to know your particular insurance plan coverage and the co-payment requirement. Avera McKennan cannot predict which services individual insurers will cover. Your employer or insurance agent can provide you with coverage information.

*Under certain circumstances, there are specific outpatient tests that may not be covered by Medicare. As a result, you may be financially responsible for the services rendered.* Details on Medicare benefits are available at your local Social Security office. The phone number for Social Security is 1-800-772-1213.

Many insurers limit payments to the “usual, customary, and reasonable payment.” We do not accept payment limitations from insurance companies with whom we do not participate or have contractual arrangements.

Avera McKennan will allow your insurance company reasonable time to process your claims and remit payment. Usually, this is 30 days from our billing date. Please recognize that we have no authority or responsibility with your insurance carrier.

Medicare, Medicaid and Insurance Benefits are payable directly to the hospital. Other commercial insurance policies will allow you to assign your benefits directly to the hospital.

*If you do not have any insurance coverage or have balances due after your insurance has paid your claim, you will be responsible to make the appropriate financial arrangements with Avera McKennan Business Office.*

4. Charges

Our daily rates cover your room, nursing care, meals, housekeeping, laundry and other services necessary to keep you comfortable during your stay. Daily room charges are made for the day of admission and each day you are a patient.

Other charges on your statement may include such charges as medications, special supplies, rehabilitative therapies, radiology services, laboratory work, blood transfusions, occupational therapy, speech therapy, anesthesia, operating room and, in the case of our maternity patients, labor and delivery charges.

Fees for private or home care nurses will not be collected by the hospital. These fees are paid directly to the nurses or their agencies.

The fees charged by your physicians, consulting physicians, anesthesiologists, pathologists and radiologists will be separately billed directly to you. For example, although x-rays are taken and developed by the hospital’s radiologic technologists, they must be read and interpreted by a radiologist. Thus, the x-ray fee listed on your hospital statement refers to the x-ray technical service only. You will receive a separate statement from the radiologist who interprets the x-ray film.

5. **Billing/Statement Information**

If Medicare covers you, you will receive statements after Medicare pays.

All other statements are generated every four weeks. The status of your account will be noted on each statement.

An itemized statement of your services will be sent to you upon request.

6. **Where to Call for Billing and Payment Questions**

If you have any questions about your statements or wish to visit with a billing representative, please call:

Avera McKennan Business Office  
(605) 322-6400

Business Office hours  
8 a.m. – 5 p.m. Monday-Friday.

Additional Customer Service Numbers  
Medicare 1-800-247-2267

SD Division of Insurance (605) 773-3653

*Home Health and Hospice Services*

**Home Health Care**

If you are in need of help in your home after your hospitalization, please call Avera McKennan Home Care Services at (605) 322-7740. Our staff can help with bathing, dressing, exercise, dressing changes, infusion and much more. Our staff includes registered nurses, physical, occupational and speech therapists, social workers, home health aides and home makers. Simply ask your nurse to contact us. Some services may be covered by insurance or Medicare, while others are self-pay services.

**Home Medical Equipment**

Avera Home Medical Equipment offers rental and retail products at 11 branch locations, as well as several service sites in eastern South Dakota, southwest Minnesota, northwest Iowa and northeast Nebraska. Please call (605) 322-1881 with questions about your product needs.

**Hospice & Palliative Care**

For individuals who are in the final stages of life's journey, Avera McKennan offers skilled, compassionate Hospice & Palliative care staff to manage medical care and answer the spiritual and emotional needs of those living with a terminal illness. Please call (605) 322-7705.



Days Inn-Airport (near the airport)  
5001 N. Cliff Avenue  
(605) 331-5959

Days Inn-Empire (near the Empire Mall)  
3401 Gateway Blvd  
(605) 361-9240

Holiday Inn City Centre  
100 W. 8th Street (Downtown)  
(605) 339-2000

Radisson Encore Inn  
4300 W. Empire Place (near the Empire Mall)  
(605) 361-6684

Super 8 Motel  
4808 N. Cliff Ave.  
(605) 339-9212

Hampton Inn  
2417 S. Carolyn Ave. (near Empire Mall)  
(605) 362-1700

Fairfield Inn  
4501 W. Empire Pl. (behind Empire Mall)  
(605) 361-2211

Homewood Suites (near the Heart Hospital of South Dakota)  
3620 W. Avera Drive, I-229 & Louise Ave.  
(605) 338-8585

Mainstay Suites  
4545 W. Homefield Dr. (I-229 & West 26<sup>th</sup> St.)  
(605) 361-2626

Residence Inn  
4509 W. Empire Pl. (behind Empire Mall)  
(605) 361-2202

Ronald McDonald House  
2001 S. Norton Avenue

Ask your nurse for information about these accommodations for any family from out of town whose child under the age of 21 is receiving medical care in Sioux Falls.

The Avera McKennan Children's Center also offers Parent Accommodations. Each room in the Children's Center has a hide-a-bed for parents to use. Bed and bath linens are located on a cart in the Suds & Duds room. Two parent rooms are also available for parents who would like to stay near their child but don't want to sleep in the child's room. Parents of Pediatric Intensive Care Unit patients have first priority for using these rooms.

If you need assistance with family housing, please contact Avera McKennan Social Services staff at 322-8400.

### *Avera McKennan Foundation*

The patients and families at Avera McKennan are very special to us. Patients touch our lives every day, providing a constant reminder of the power of caring. Patients and families express their appreciation for that care in a variety of ways – through kind words, an appreciative smile or a letter of gratitude.

The Thankful Patient Program at Avera McKennan is another thoughtful way to express appreciation for the care you or a loved one has received from our physicians and staff. Through donor support, the Avera McKennan Foundation helps make many of our programs, services and equipment possible. The Foundation acknowledges each gift and will recognize your contribution in honor of those you choose, such as physicians, departments or other staff members.

All gifts are used directly to improve the care available to patients and families. Through your thoughtful gift, Avera McKennan can continue to positively impact the lives of those we serve.

Thank you.