

# Welcome Guide

For Patients, Families & Visitors



Lutheran Hospital

## About Us

For more than 100 years, Lutheran Hospital has served metro Denver and Jefferson County. Today, the community-based hospital offers a comprehensive spectrum of specialized care, from birth to end-of-life at its new location in Clear Creek Crossing. Every patient can be assured of receiving the highest standard of care. Local and national ratings organizations regularly recognize Lutheran for clinical excellence, patient safety and patient experience.

Lutheran's premier services include a birthing center, Heart and Neurovascular Center, robotic surgery, Comprehensive Stroke Center, Cancer Centers of Colorado, Orthopedics, a Level II Trauma Center, and emergency services. Lutheran operations include West Pines and Lutheran Hospice.

Lutheran is part of the Intermountain Health system, which operates multiple clinics and hospitals in Colorado and six other western states. Intermountain is a nonprofit system of 33 hospitals, 385 clinics, medical groups with some 3,900 employed physicians and advanced practice providers, a health plan division called SelectHealth, and other health services. To help people live the healthiest lives possible, Intermountain is committed to improving community health and is widely recognized as a leader in transforming healthcare by using evidence-based best practices to deliver high-quality outcomes at sustainable costs.

## Welcome to Lutheran Hospital

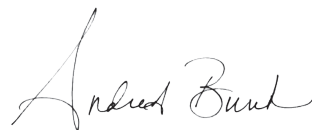
Thank you for trusting us with your medical care needs. Our mission at Intermountain Health is "Helping People Live the Healthiest Lives Possible" and your health, safety and well-being are our first priorities.

Lutheran has a long and rich history of compassion and care. Since our beginning in 1905 as a tuberculosis hospital at our legacy campus on West 38th Avenue, we have been dedicated to ensuring that the people in our community have unparalleled access to safe, high quality medical care.

Our promise to you is to continue to provide outstanding care and an extraordinary experience here at our new location, thanks to the dedication of our caregivers.

Lutheran's comprehensive health services cover the continuum of healthcare needs, and all serve as a testament to our commitment to unmatched quality healthcare, patient safety, and world-class technology, and to our community.

We are proud to serve the community and we promise to continue to provide you and your loved ones with exceptional, compassionate care. We are your hospital, your neighbor and your partner in healthcare for life.



**Andrea Burch**  
Lutheran Hospital President



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# Family, Friends and Visitor Information

At Lutheran Hospital, we believe family and friends promote healing. For that reason, we offer flexible visitation. However, please understand that visiting restrictions may be implemented by the nursing staff based on the patient's condition.

## Visiting Guidelines

Please note that visitor restrictions may be in place during times of infectious disease outbreaks such as COVID-19. For the most current information, visit [lutheranmedicalcenter.org](http://lutheranmedicalcenter.org).

The following are general guidelines for all visitors:

- For the safety of all patients, please do not plan to visit the hospital if you have a cold, sore throat or contagious disease.
- You may be asked to leave the room during tests or treatments, or when the doctor or nurse needs to see the patient.
- Visitors should wash their hands when first entering the room and after leaving the room. Feel free to use the hand sanitizer dispensers located throughout the hospital.
- Visiting patients in isolation depends on the patient's condition. Staff will assist you.
- Please avoid touching or adjusting the patient-care equipment.

## Patient and Visitor Parking

Parking is in Lot A, Lot E, and the parking garage. See the map on page 14 for parking locations. Free valet parking service is available Monday through Friday from 6 a.m. to 6 p.m. and is located at the main entrance. Tips are not required. As an added service, patients and visitors can call or text before they come to the lobby to have their car ready and waiting. Call or text 303-961-7002 with the last three digits of the valet ticket, and where you would like the car waiting.

## Guide Dogs and Other Service Animals

Service animals are those animals (either dogs or miniature horses) individually trained to do work or perform tasks for an individual with a disability. They are welcome in the hospital, including patient areas, provided their presence does not present a direct threat to the health and safety of others. Family pets, therapy/comfort animals, and emotional support animals are not defined as "Service Animals" under the Americans with Disabilities Act (ADA). For more information, please see the "Intermountain Health Lutheran Hospital Service Dog Guidelines" brochure, or contact the Volunteer Services Department at 303-425-2142.

## Medicines

Please do not bring any medications (prescription, over-the-counter or illegal drugs) to the hospital, unless approved by the hospital physician. All medications you take while in the hospital have been prescribed by your physician, are dispensed by the hospital pharmacy and administered by a trained professional. Patients are not permitted to administer their own medications or to keep personal medications.

## Photography and Videotaping

Photos, video images or audio recording taken by or for family and friends within Lutheran Hospital is limited to close-up pictures of the patient and the patient's family members or friends, with their expressed permission. This includes images taken by standard or digital cameras, cellphone cameras/video, and computer webcam.

Taking photos, audio recordings or video images, inside or outside of Lutheran Hospital, that include other patients, staff, volunteers or others is prohibited. If you have any questions, please contact your caregiver.

## Prohibited Items in All Lutheran Hospital Facilities and Grounds

- Weapons of any kind.
- Contraband of any kind – illegal substances, marijuana in all of its forms, intoxicating beverages and unlabeled medications.
- Pepper spray or mace.
- Lighters, matches, or candles.
- Hypodermic needles or syringes.
- Any items which present a danger to the life, health, and/or safety of the patient or others.





## Security & Safety

Security officers help provide a safe hospital environment for patients, visitors and staff. They can be recognized by their blue or white shirts, right shoulder patches and chest badges. If you need security assistance or would like an escort to or from your car, please call 303-403-6767 or ext. 5-6767. For everyone's safety, weapons and contraband of any kind (e.g., illegal substances, marijuana in all of its forms, intoxicating beverages, unlabeled medications and any other items which present a danger to the life, health, and/or safety of the patient or others) are prohibited in all Lutheran Hospital facilities and grounds.

## Smoking

We promote a healthy smoke and tobacco-free environment by prohibiting the use of all tobacco and marijuana products (oral, smokeless, e-cigarettes and vapor cigarettes) on all hospital property, including visitor and emergency parking lots, medical office buildings, West Pines and Lutheran Hospice. Our policy prohibits smoking on sidewalks, lawns and creek paths throughout our campus. Lutheran does not provide designated smoking or tobacco use areas on our campuses.

## Unacceptable Behaviors

Visitors who display unacceptable behaviors of any kind may be subject to security measures including visitor restrictions and/or legal action. Unacceptable behaviors include but are not limited to:

- Unreasonable interference with a patient's plan of care.
- Harassment of any staff, volunteer or patient of any kind.
- Use of loud, threatening, abusive or obscene language.
- Offensive racial, sexual or personally derogatory remarks.
- Use of physical violence or acting in a threatening manner toward anyone on the Lutheran Hospital campus.
- Damage to hospital property.
- Theft.
- Excessive noise.



# Patient Rights and Responsibilities

As a patient, you have certain rights and responsibilities. Our primary responsibility is to provide you the best possible care. We encourage you to understand, cooperate and participate in your healthcare. Your questions, comments and suggestions are welcome. We will make every effort to protect your rights as a patient.

## Notice of Program Accessibility and Nondiscrimination

Our hospital does not discriminate against any person on the basis of race, color, national origin, disability, or age in admission or access to, or treatment or employment in, its programs, services or activities, or on the basis of sex (gender) in its health programs and activities.

Our facility and all of its programs, services, and activities are accessible to and usable by individuals with disabilities, including persons who are deaf, hard of hearing, or blind, or who have other sensory impairments.

### You Have the Right

- To receive kind and respectful care, regardless of your personal values and beliefs, age, sex, race, color, religion, national origin or ability to pay for the care.
- To get complete, current information about your diagnosis, treatment and prognosis from your physician in terms you can understand.
- To know, by name, the physician responsible for your care and/or the physician providing procedures or treatments for you.
- To participate in decisions about your care, and to receive from your physician information necessary to give informed consent before the start of any procedure and/or treatment. Except in emergencies, information should include the specific procedure and/or treatment, the medically significant risks involved, the likely length of disability and medically significant alternatives.
- To refuse treatment to the extent permitted by law, and to be informed of the medical consequences if you do refuse treatment.
- To give or to withhold informed consent to produce or use recordings, films, or other images of patients for purposes other than their care.
- To be told if there are plans to be involved in or perform human research affecting your care or treatment and to refuse to participate in such research projects.
- To name a decision-maker for the times when you may not be able to make decisions for yourself, to receive information about formulating or revising an Advance Directive, to provide it to your physician and your service provider, and expect that it be followed as long as it is not intended to end life or make death occur sooner.
- To be told about pain and pain relief measures, and to participate in the development and implementation of a pain management plan.
- To be free from restraints that are not medically necessary.
- To express spiritual beliefs and cultural practices, as long as these do not harm others, interfere with treatment, or interfere with hospital processes.
- To be involved in ethical questions that come up during your care and to ask for help from the Ethics Committee, which is available to help patients make difficult decisions. Some ethical questions may include refusing CPR, or other life prolonging actions, or stopping life sustaining treatments, such as a breathing machine or feeding tube.
- To privacy and confidentiality about your care and medical records.
- To look at your medical records, request an amendment to them, and to have the information explained, except when restricted by law.
- To voice complaints and recommend changes freely without being subject to coercion, discrimination, reprisal, or unreasonable interruption of care. If you wish to file a formal grievance, you may get information about the Patient Grievance Process (see page 13).
- To request reasonable accommodation, auxiliary aids or services, as needed for individuals with disabilities. Access features available include: level access into first floor levels with elevator access to other floors, fully accessible offices, restrooms, cafeteria, patient treatment areas, etc. Let the receptionist or your nurse know if you require specific auxiliary aids or services. Complaints regarding discrimination should also be directed to the Patient Representative.
- To be free from abuse or harassment, and to access protective services, including guardianship and advocacy services, and child or adult protective services.
- To have a family member or representative of your choice, and your own physician, notified of your admission to the hospital promptly upon request.

- To have a family member, friend, or other individual (regardless of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression) to be present for emotional support during the course of stay unless the individual's presence infringes on others' rights, safety, or is medically or therapeutically contraindicated. The individual may or may not be your surrogate decision-maker or legally authorized representative.
- To receive information in a manner you understand including language interpreting and translation. A full range of assistive and communication aids including qualified sign language interpreters and readers is available at no cost to the patient.
- To an environment that is safe, secure, comfortable, preserves dignity, and contributes to a positive self-image.

#### YOU Have the Responsibility...

- To provide information that facilitates your care, treatment and services.
- To ask questions or acknowledge when you do not understand the treatment course or care decisions.
- To follow instructions, policies, rules and regulations in place to support quality for patients and a safe environment for all individuals in the hospital.
- To support mutual consideration and respect by maintaining civil language and conduct in your interactions with staff and licensed independent practitioners.
- To meet financial obligations.

### Patient Grievance Process

We will do our best to address your patient care and safety concerns. If, after working with your caregiver and department director, the resolution is not satisfactory, you may contact the patient representative during weekdays at 303-425-2964, or the house supervisor on evenings and weekends. You have the right to speak to an administrator regarding a complaint or grievance. Call the main hospital number and ask for the hospital supervisor or administrator on call. You have the right to file a grievance with the state of Colorado regardless of whether you have first used our internal grievance process.

#### Lutheran Hospital

Hospital Administration, 303-425-2962

Clinical Relations, 303-425-2964

You also have access to the following agencies:

#### Colorado Department of Public Health and the Environment

Health Facilities Division

4300 Cherry Creek Drive South, Denver, CO 80222

CDPHE Complaints, 303-692-2827

[cdphe.hfdintake@state.co.us](mailto:cdphe.hfdintake@state.co.us)

#### Department of Regulatory Agencies (DORA)

1560 Broadway, Suite 1350, Denver, CO 80202

Phone: 303-894-7855

Toll-Free: 800-886-7675 (outside the Denver Metro area)

Fax: 303-894-7885 [www.dora.colorado.gov](http://www.dora.colorado.gov)

#### Colorado Office of Behavioral Health

3824 West Princeton Circle, Denver, CO 80236

303-866-7400 [www.colorado.gov/cdhs](http://www.colorado.gov/cdhs)

#### Beneficiary and Family Centered Care – Quality Improvement Organization (BFCC-QIO)

Medicare beneficiaries have the right to request a review by the state peer review organization, KEPRO, for quality of care, Medicare written Notice of Noncoverage, or premature discharge concerns. This can be arranged through our patient representative or one of our care managers.

#### The Joint Commission Office of Quality Monitoring

1 Renaissance, Oak Brook Terrace, IL 60181

1-800-994-6610 Fax: 630-792-5636

[complaint@jointcommission.org](mailto:complaint@jointcommission.org)

#### Office for Civil Rights Region VIII

(for HIPAA Privacy and Discrimination Issues)

Mail to: Centralized Case Management Operations

U.S. Department of Health and Human Services

200 Independence Avenue, S.W.

Room 509F HHH Bldg., Washington, D.C. 20201

Or email to [OCRComplaint@hhs.gov](mailto:OCRComplaint@hhs.gov)

Or call: Voice: 1-800-368-1019

Fax: 303-844-2025

TDD: 1-800-537-7697

Or through the on-line OCR Complaint Portal:

<https://ocrportal.hhs.gov/>

#### KEPRO

5700 Lombardo Center Dr., Suite 100, Seven Hills, OH 44131

Phone: 813-280-8256 Toll-free: 888-317-0891

TTY: 855-843-4776 Toll-free Fax: 833-868-4062

[www.keproqio.com](http://www.keproqio.com)

Natural parents and/or legal guardians of babies and children have the same rights and responsibilities as other patients while we are providing care and treatment for a minor child unless otherwise restricted.

# Your Privacy Matters

## Privacy and Health Information

You have privacy rights under a federal law that protects your health information. This law sets rules and limits on who can look at and receive your health information. These rights are important for you to know.

### Who must follow this law?

- Most doctors, nurses, pharmacies, hospitals, clinics, nursing homes and many other healthcare providers and their vendors
- Health insurance companies, HMOs and most employer group health plans
- Certain government programs that pay for healthcare, such as Medicare and Medicaid

### What information is protected?

- Information your doctors, nurses and other healthcare providers put in your medical records
- Conversations your doctor has with nurses and others regarding your care or treatment
- Information about you in your health insurer's computer system
- Billing information about you at your clinic
- Most other health information about you held by those who must follow this law

### What rights do you have over your health information?

Providers and health insurers must comply with your right to:

- Ask to see and get a copy of your health records
- Have corrections added to your health information
- Receive a notice that tells you how your health information may be used and shared
- Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing
- Get a report on when and why your health information was shared for certain purposes
- File a complaint

### What are the rules and limits on who can see and receive your health information?

To make sure that your health information is protected in a way that doesn't interfere with your healthcare, your information can be used and shared:

- For your treatment and care coordination
- To pay doctors and hospitals for your healthcare and help run their businesses
- With your family, relatives, friends or others you identify who are involved with your healthcare or your healthcare bills, unless you object
- To make sure doctors give good care and nursing homes are clean and safe
- To protect the public's health, such as by reporting when the flu is in your area
- To make required reports to the police, such as reporting gunshot wounds

### Without your written permission, your provider cannot:

- Give your health information to your employer
- Use or share your health information for marketing or advertising purposes
- Share private notes about your mental health counseling sessions

Another law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, visit: [www.samhsa.gov](http://www.samhsa.gov).

Source: U.S. Department of Health & Human Services Office for Civil Rights

Contact our Health Information Management (HIM) department at 303-467-4046 for copies of medical records.



# Home When Ready

## Nurturing Your Healing – Going Home When Ready

During your hospital stay, we want to make sure you receive the best possible care so that you are ready to go home feeling informed and well enough to start your healing process. We know that going home after a hospital stay can be overwhelming. That's why we want to help alleviate any concerns you may have before you go home.

### It's all about YOU – preparing for your discharge

Talk with your doctor about your hospital stay and discharge goals when you are admitted.

During your hospital stay, talk with your doctor or nurse about what you can expect after your hospital stay, when you will go home and what to do when you get home.

Once you have a firm discharge date and time, you will need to arrange for transportation, as you will be discharged as soon as you are well enough. It is our goal to avoid unnecessary waiting once you are ready to go home.

We strive to get you home safely and efficiently so you can recover more easily from the comfort of your own home. It's important you know that you will not be discharged until your doctor decides you are ready to return home. If you have any concerns or questions about your hospital stay, please talk with your doctor or nurse.

You will receive a follow-up call when you're home from a Lutheran Hospital representative to check to see how you're doing and ask about your care while at the hospital.

## Medications

Medicine is an important part of your healthcare plan and will help you heal. **Do not stop taking your medications without contacting your doctor, even if you feel better.** Following are some important guidelines for taking medications:

- Always carry a list of medications with you. Include name and dose of all prescription and nonprescription medications. List any allergies and the reaction you had to them.
- Refill your medications before you run out completely. Plan ahead for weekends and holidays, or periods of severe weather (e.g., snowstorms).
- Fill all your prescriptions at the same pharmacy; your pharmacist can check for drugs that should not be taken together.
- Never take medication in the dark.
- Always read the labels on your medication bottles.
- Take medications exactly as ordered by your doctor.
- Do not skip or take extra doses. You may have serious side effects from taking too much or too little of a medication. If you miss a dose or take too much, call your doctor or pharmacist.
- Avoid taking too much medicine by following package directions for all medications.
- Do not let someone else take your medication, and do not take any medication not prescribed for you.
- Make sure to tell all doctors or dentists what medications you are taking.
- If you are taking a long-acting or sustained release form of a medication, you must swallow it whole. Do not break, chew or crush pills before swallowing.
- Check with your doctor or pharmacist before taking any over-the-counter or nonprescription medications, herbs, holistic remedies or supplements.
- Report side effects and reactions to your doctor.

We wish you good health and a speedy recovery.



## Top 10 Questions to Ask Before Discharge

1. What number can I call 24 hours a day if I have questions or concerns? Who is my contact?
2. Has my follow-up appointment been scheduled? With who? Do I have a ride there?
3. What are key warning signs I need to watch out for? Who do I call if they happen?
4. What special equipment do I need? What special instructions do I need (wound care, injections, etc.)?
5. What kinds of activities and foods are limited? For how long?
6. Do the doctors caring for me after my stay have access to my test results and medicines?  
Do I need follow-up tests?
7. Are my new medicines safe to take with my other medicines, vitamins or supplements?
8. Do I know how and when to take my medicines and how I will get prescriptions filled?
9. Who will provide the extra personal, home or healthcare services I may need?
10. Who can help me if I have concerns about medical costs?

## Need Medical Equipment or Supplies?

If you need durable medical equipment (walker, wheelchair, hospital bed, oxygen, etc.), Medicare will only cover the cost if you use an approved supplier. To find one in your area, visit [www.medicare.gov](http://www.medicare.gov) and select "Find suppliers of medical equipment and supplies" or call 1-800-MEDICARE (800-633-4227).

## After Your Stay

Once you leave our care, we will continue to seek your feedback through the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. The HCAHPS survey is a tool to measure and report patient satisfaction. It's made up of simple multiple-choice questions on key care topics such as:

- Doctor and nurse communication
- Medicine and discharge information
- Pain management and staff responsiveness
- Overall quality of the hospital environment

If you're selected to receive this brief survey, please take the time to complete it. The results will help us know what we're doing right and where we can improve.

## Want to know how we score?

You can review and compare the quality, care and safety ratings for different hospitals at:

- Medicare Hospital Compare, uses HCAHPS results and other data: [www.medicare.gov/hospitalcompare](http://www.medicare.gov/hospitalcompare)

You can also find information on hospitals through these accrediting organizations:

- Colorado Hospital Report Card: [www.cohospitalquality.org](http://www.cohospitalquality.org)
- The Joint Commission: [www.qualitycheck.org](http://www.qualitycheck.org)

# Billing Information

## Insurance Information

Intermountain Health attempts to verify insurance eligibility and coverage to determine your benefits for most visits and to identify any potential issues. If your insurance has preadmission requirements, you or your physician must meet those requirements before you are admitted.

We bill both your primary and secondary insurance carriers for you. We do all we can to help process your insurance claims; however, you have the final responsibility for your bill. You may be asked for payment of services that your insurance is not expected to cover – co-payments, co-insurance or deductibles – upon admission for an elective procedure. We accept personal checks, cash, Visa, MasterCard, American Express and Discover. The hospital issues a bill only for facility services. Your physician(s) will send a separate bill.

## Related Invoices

Other bills you may receive related to services are:

- Physicians, including the service of an emergency physician
- Pathology/pathologist
- Radiologists (if it is required by Colorado law, an outside firm may read the X-ray)
- Ambulance or air-life services
- Outside laboratory services
- Radiation oncologist
- Pulmonologist
- Anesthesiologist

## For Assistance

Intermountain Health business services representatives and financial counselors are available to help you with any questions you may have regarding the billing process.

Please call **1 (866) 665-2636**.

The image shows two overlapping documents from Intermountain Health. The top document is a 'Payment Plan Summary of Charges' for Patient: JON Q. DOE, Account #: 32222, Loc: General Hospital. It lists charges for Emergency Room, Pharmacy, Radiology, BlueCross BlueShield Payment, and Patient Payment. The total amount due is \$250.00. The bottom document is a 'Payment Plan' summary for the same patient, showing a statement date of 03/20/2023, account number 12345678910, and a total amount due of \$250.00. It also includes a 'Pay Online' section with a QR code and a 'Manage Your Account' section with links to additional accounts, sign-up for paperless billing, mobile quick pay, and financial assistance.

Date	Service Description	Status	Charges	Payments/Adjustments	Patient Balance
PATIENT: JON Q. DOE Account #: 32222 Loc: General Hospital Date of Service 07/13/2022					
07/18/2022	Emergency Room				
07/13/2022	Pharmacy				
	Radiology				
	BlueCross BlueShield Payment		\$925.00		
	Patient Payment		\$250.00		
				-\$150.00	
				-\$50.00	
TOTAL DUE					

Intermountain Health welcomes you to review this statement carefully.

**Insurance:**  
If you have any questions or insurance company at the

**Disputes:**  
If you believe a charge is mychart.billing@intermountainhealth.org or call us at 866-415-6556. The deadline

**Financial Assistance:**  
Depending on your household income, you may qualify for financial assistance. To apply, visit <http://intermountainhealthcare.org/financialassistance> or call us at 866-415-6556.

**Payment Plan Summary of Charges**

Statement Date: 03/20/2023  
Account Name: Jane Doe  
Account Number: 12345678910  
Total Charges: \$1,000.00  
Insurance Adjustments: -\$550.00  
Patient Payments: \$200.00  
Total Amount Due: \$250.00  
Due Date: 04/1/2023

**Amount Due: \$250.00**

**Pay Online**  
Pay your bill on our fast and secure payment portal.  
[mychart.intermountainhealthcare.org](http://mychart.intermountainhealthcare.org)

**Manage Your Account**

**Additional Accounts**  
You may receive additional statements related to services that are not included in this arrangement. If you would like to include them in this arrangement, please contact us.

**Sign-up for Paperless Billing**  
It's fast, easy and no postage necessary. Enroll today at [mychart.intermountainhealthcare.org](http://mychart.intermountainhealthcare.org)

**Mobile Quick Pay**  
Make an instant payment by using your smartphone.

**Financial Assistance**  
You may qualify for financial assistance. To apply, visit <http://intermountainhealthcare.org/financialassistance> or call us at 866-415-6556.

**Payment Plan**  
Thank you for your agreement to make payments against your balance. If you encounter difficulty making your arranged payment by the due date, please contact Patient Financial Services at 866-415-6556 to discuss your options.

Call us at 866-415-6556 or email [patientfeedback@imail.org](mailto:patientfeedback@imail.org)

**Intermountain Health**  
PO Box 1259 DEPT #259 OAKS, PA 15458

**Guarantor Number:** 12345678910  
**Due Date:** 04/01/2023  
**Amount Due:** \$250.00  
**Amount Paid:** \$

**One-Time Payment:** [mychart.intermountainhealthcare.org](http://mychart.intermountainhealthcare.org)

**MAKE CHECKS PAYABLE AND REMIT TO:**  
**INTERMOUNTAIN HEALTH**  
36 S STATE STREET  
SALT LAKE CITY, UTAH 84111

**ADDRESSEE:**  
JANE DOE  
1234 MAIN ST  
ANY CITY, USA 12345

**Have questions about your bill?**  
Call us: 866-415-6556 8:00am - 5:00pm Mon-Fri

# Hospital Resources

## **Bereavement and Grief Services, 303-425-8000**

An outreach support group designed to bring grieving people together in a nurturing and sharing environment.

## **Boot Camp for New Dads, 303-866-8280**

Innovative classes to build confidence and prepare first-time fathers for the challenges of parenthood, with instruction by veteran fathers and their newborns.

## **Cancer Support Programs, 303-403-3608**

Programs that offer education, resources and support to help people cope with cancer, from diagnosis through survivorship.

## **Cardiac Rehabilitation, 303-403-3602**

Classes that promote self-care in cardiac disease management through exercise, support and education.

## **Diabetes Education Center, 303-403-7930**

Classes and one-on-one training for diabetes management with nutritional support.

## **Gift Shop** Location: main lobby.

The Gift Shop, operated by hospital volunteers, offers a variety of items including clothing, books, fresh flowers and potted plants, magazines, baby items, toys, healthcare products, cards, snacks and gifts. We are happy to deliver items to patient rooms. Please call 303-425-8604 or ext. 5-8604 to make arrangements.

## **Hours of Operation:**

Monday through Friday: 7 a.m. to 4:30 p.m.

Saturday and Sunday: 9 a.m. to 2 p.m.

## **Lost and Found**

We make every attempt to locate lost or missing items. Report any lost items immediately to your nurse and to Lost and Found at 303-265-2305.

## **Intermountain Health Hospice at Collier Hospice Center, 303-425-8000**

A comprehensive program designed to support the end-of-life needs of terminally ill patients and their families.

## **Mail**

Your mail will be delivered Monday through Friday. If you have items to be mailed, please give them to your nurse with postage affixed.

## **Notary Service**

Most banks provide free notary service to their customers. Patients and families can also contact Notary Relief, a fee-based mobile Service at 713-703-6482.

## **Organ Donation**

Organ and tissue donated by a single person can save the lives of many people. Vital organs and numerous bones and tissues can be donated. Let your family know your wishes about donation. One day, you could make all the difference for someone desperately awaiting a transplant. Call the chaplain at 303-425-2393 or ext. 5-2923 to find out how to become a donor.

## **Pet Therapy Volunteers, 303-425-2142**

Pet care teams are available for visits to patient rooms. To schedule a visit from one of our "dogtors," or for more information about becoming a volunteer in the pet therapy program, please call us.

## **Pulmonary Rehabilitation, 303-467-4122**

Classes offered to promote better understanding of respiratory problems and to learn how to live a healthier, more active life.

## **Speech and Hearing Services**

Please let your physician or nurse know if you have any communication needs, including sign language interpreters, foreign language interpreters, auxiliary aids, telephone amplifiers and/or TTY phones. Closed-captioning is available on our television services.

## **Spiritual Care/Chapel and Services 303-425-2393**

Our chaplains are available 24/7 for emotion and spiritual support for patients and families of all faiths and are listening companions for those who make meaning outside a formal faith traditions. Chaplains support patients preparing for surgery, facing a new diagnosis, experiencing a recent loss or dealing with a life-changing transition.

Support from a chaplain can look like listening, companioning, assistance with rituals such as prayer or sacraments, life review, end of life conversations and grief support.

Chaplains also assist patients with completion of Medical Power of Attorney and provide education around other Advanced Care Planning documents. Chaplains may also contact your clergy person/faith leader at your request.

Whatever your need or concern, you may request a visit from the chaplain at any time by calling ext. 5-2393 or asking your nurse to contact Spiritual Care. The Chapel, accessible on the first floor of the hospital, is always open for patients and families.



### Vending Machines

Lue's Lounge is located on the First Floor, off the lobby behind the front desk area. It includes beverages, a coffee kiosk and snack, salad, frozen yogurt and quick meal vending machines, as well as a charging and work station and lounge area. Vending machines are also in the Emergency Department waiting area and are available 24 hours a day, seven days a week.

We have designated quiet times in many hospital units to ensure that our patients receive adequate rest. Children must have adult supervision at all times.

### West Pines Behavioral Health 303-467-4080

A residential treatment, recovery center and psychiatric hospital that specializes in mental illness and addiction treatment in those over age 18, including inpatient and outpatient treatment and daily support groups. Our holistic approach to treatment focuses on the physical, emotional, social and spiritual well-being of each of our patients.

### Women and Family Center 303-425-2229

A program that provides health education classes and resources for women and their families.

## Caregiver Resources

### Administration on Aging

[www.aoa.gov](http://www.aoa.gov), Caregiver resources.

### CareGiving.com

[www.caregiving.com](http://www.caregiving.com), Online support groups and articles on caregiving.

### Eldercare Locator

800-677-1116 | [www.eldercare.gov](http://www.eldercare.gov), Help with locating aging services throughout the U.S.

### 800-MEDICARE

[www.medicare.gov](http://www.medicare.gov), then search for caregivers. Official U.S. government site for people with Medicare.

### National Alliance for Caregiving

[www.caregiving.org](http://www.caregiving.org), Support for family caregivers and the professionals who serve them.

### Caregiver Action Network

800-896-3650 | [www.caregiveraction.org](http://www.caregiveraction.org), Support for caregivers of chronically ill, aged or disabled loved ones

## Giving Back

Lutheran is committed to providing quality healthcare regardless of the patient's ability to pay. You can help us help others by making a contribution to the Lutheran Hospital Foundation. Your gift will also help us enhance our services, programs and facilities to better care for our community.

### Make Your Gift Today

Tax-deductible gifts can be made in the form of cash, check, credit card or stocks. You may also remember Lutheran in your will and through life insurance, among other gift options. Thank you in advance for your gift. For more information, contact:

Lutheran Hospital Foundation

8300 W. 38th Avenue, Wheat Ridge, CO 80033

303-467-4800 or ext. 2-4800

[www.SupportLutheran.org](http://www.SupportLutheran.org)

### Want to Volunteer?

Volunteers provide support throughout the hospital and give thousands of hours each year to enhance the care of patients and their families. For more information or to volunteer, call 303-425-2142 or ext. 5-2142.

# Patient Portal

The secure connection to your health information and online care.

Access your information from your smartphone, tablet or computer.



## View and request updates

to portions of your medical information, and request your full electronic medical record



**Communicate** with your healthcare team through secure messages, request prescription refills, and turn on notifications



**Search** for and **schedule** a visit with a current or new provider



**Manage** your accounts and payments



**Check in** before upcoming appointments



**Start** a video or e-visit for many common health conditions

Navigate virtual care, search for a doctor, and schedule an appointment even faster when you use the Intermountain Health app to access the patient portal.

The easiest way to access and manage your care — download the Intermountain Health app.



- If you already have an Intermountain Health account, log in to the app on your device or sign in at <https://intmtn.health/mychart>
- If you don't have an account, download the Intermountain Health app or go to <https://intmtn.health/mychart>
- For technical questions, call toll-free 855-274-2517

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### Lutheran Hospital

12911 W. 40th Ave. | Wheat Ridge, CO 80401  
intermountainhealthcare.org

### Patient & Visitor Areas

All accessible from hospital main entrance

#### Floor 1

- Cafe
- Pharmacy
- Gift Shop
- Preadmission Testing
- Health Records
- Cashier
- Eligibility Counseling
- Registration
- Education Center
- Imaging
- Emergency Department
- Chapel
- Inpatient Rooms
- Lung Health Clinic

#### Floor 2

- Procedural waiting area
- Administration
- Bridge to Parking Garage (level 3)

#### Floor 3

- The Baby Place
- The Women's Place
- NICU
- Lactation Services
- Women and Family Services

#### Floor 4

- Inpatient Rooms
- Lung Health Clinic

#### Floor 5

- Inpatient Rooms
- Dialysis

#### Floor 6

- Inpatient Rooms