Welcome Guide
For Patients, Families & Visitors
About Us

Why We Are the Right Choice for Your Care

Lutheran Medical Center began in 1905 as the Evangelical Lutheran Sanitarium, a tent colony for tuberculosis patients. Lutheran Hospital, a not-for-profit, general medical facility located on a 100-acre campus, opened its doors in 1961, eventually evolving into a 338-bed, community-based acute care hospital.

In January 1998, Lutheran Medical Center joined with Saint Joseph Hospital and Exempla Medical Group to form Exempla Healthcare. In 2004, Exempla opened Good Samaritan Medical Center to meet the needs of the northwest metropolitan area. In 2010, Exempla Healthcare joined with the Sisters of Charity of Leavenworth, a mission established more than 150 years ago. Recently, the organization became fully integrated into one unified ministry, SCL Health, a network of hospitals, clinics and ambulatory service centers in Colorado and Montana.

A History of Helping

For more than 100 years, Lutheran has been advancing the art of healing and the science of medicine throughout metro Denver. Today, the 338-bed, community-based hospital offers a comprehensive spectrum of specialized care, from birth to end of life. Every patient can be assured of receiving the highest standard of care.

Lutheran’s national accreditations include Level III Trauma, Level III Neonatal, Primary Stroke Center, Chest Pain Centers of America and the National Accreditation Program for Breast Centers and the American Nurses Credentialing Center’s Pathway to Excellence designation. The hospital’s employees, physicians and volunteers have helped Lutheran earn recognition from numerous local and national ratings agencies, including being named among the top 1% of hospitals, and among the top 15 hospital systems as part of the Denver-area SCL Health hospitals.

Mission, Vision, Values

Our Sponsor

Lutheran Medical Center is sponsored and operated by SCL Health. SCL Health is a faith-based, non-profit healthcare system that provides comprehensive, coordinated care through 10 hospitals, more than 100 physician clinics, and home health, hospice, mental health and safety-net services primarily in Colorado and Montana.
Welcome to Lutheran Medical Center

Thank you for choosing us for your medical care. Your health, safety and well-being are our first priorities. It is our mission to foster health and healing for the people and communities we serve.

Lutheran Medical Center has a long and rich history of compassion and care. Since our beginning in 1905 as a tuberculosis hospital, we have been dedicated to ensuring that the people of Colorado have an unparalleled place to receive healthcare.

Our promise to you is to provide outstanding quality of care and a superior experience, thanks to the dedication of our staff and physicians. Local and national ratings organizations regularly recognize Lutheran for clinical excellence, patient safety and patient experience.

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 care and compassion. We are your hospital, your neighbor and your partner in healthcare.

Sincerely,

Grant Wicklund
President and CEO
Lutheran Medical Center

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People Healing People.

Lutheran Medical Center’s mission is to improve the health of the people and communities we serve. It is a mission – indeed a passion – to put you and your family first in all that we do to get you well. We are here, by your side, working with you and your family to get you back to health and back home.

### Important Phone Numbers

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<th>Outside the Hospital</th>
<th>In-House</th>
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<tr>
<td>Main Number</td>
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<td>Administration/Office of the President</td>
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<td>Admissions/Registration</td>
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<td>4-6300</td>
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<tr>
<td>Answerline (Health Education)</td>
<td>303-689-4595</td>
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<td>At Your Request Room Service Dining</td>
<td>303-467-4600</td>
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<td>Baby’s First Ride</td>
<td>303-908-8326</td>
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<td>Billing/Insurance Information</td>
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<td>Care Management Services</td>
<td>303-467-4958</td>
<td>2-4598</td>
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<td>Gift Shop</td>
<td>303-425-8604</td>
<td>2-8604</td>
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<td>Housekeeping/Guest Services</td>
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<td>2-4600</td>
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<td>Lutheran Foundation</td>
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<td>Patient Representative</td>
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<tr>
<td>Volunteer Services</td>
<td>303-425-2142</td>
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For Your Comfort & Convenience

Telephone Service

Within the Hospital
To call within Lutheran Medical Center, dial “2” and the last four digits of the number. To call a patient room dial “22” and then the room number.

Outside the Hospital
Local calls are free. To place a call outside the hospital, dial “9” for an outside line, then dial the local number, including the area code.

Long-Distance Calls
Long-distance calls cannot be charged to your room, so you need to bill them to a credit or calling card or make a collect call. Please dial “0” for the operator, who will help you place your call.

Telephone Hours
To make sure you get the rest you need, any calls made to your room through the main hospital number will not be transferred after 10 p.m. Calls made directly to your room will always go through.

Wireless Internet Service

Wireless Internet Access
Free wireless internet access is available throughout the hospital to access personal email, to work or to send new baby photos.
To access the internet:
1. Type in a URL address.
2. A certificate will be created for the login process – if an error page appears stating that there is an error with the Website’s Security Certificate, choose the option “Continue to this website.”
3. The SCL Health Guest Access page will pop up – scroll to the bottom.
4. Accept terms and conditions by clicking on “SUBMIT.”
5. Continue to desired website.

Please note that technical support for this service is not available through SCL Health.
Family, Friends and Visitor Information

At Lutheran Medical Center, 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
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 at the Main Patient/Visitor Lot across from the main entrance. See the map on page 25 for parking locations. Free valet parking service is available Monday through Friday from 6 a.m. to 6 p.m. and is located directly south of the main hospital entrance by door No. 2. 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 720-403-4094 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 trained to help patients and visitors with activities of daily living. They are welcome in patient areas of the hospital, provided that the presence of the service animal does not alter the policies, practices or procedures of Lutheran Medical Center. For information, call 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 Medical Center 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 Medical Center, that include other patients, staff, volunteers or others is prohibited. If you have any questions, please contact your caregiver.

Prohibited Items in All Lutheran Medical Center 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.2-6767. 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 Medical Center 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 Medical Center campus.
• Damage to hospital property.
• Theft.
• Excessive noise.
Food and Nutrition Services

Patient Meals
Our Nutritional Services staff is dedicated to providing you with enjoyable and healthy meals during your stay. For your convenience, we offer At Your Request Room Service Dining. This exclusive service allows you to call for your meals when you are ready to eat. Menus are created to meet the needs of each patient, including special or restricted diets. At Your Request Room Service Dining is available from 6:30 a.m. to 8 p.m. Please call ext. 2-4600 to place your order.

Guest Meals
Visitors may order meals from the patient room using At Your Request Room Service Dining. Vouchers may be purchased in advance from the café, gift shop, coffee shop or by credit card when placing a guest order. Guest trays will be delivered with the patient’s tray. Please call ext. 2-4600 to place your order.

Cafeteria
Visitors are welcome to dine in Café la Bella Vita, on the second floor, weekdays from 6:30 a.m. to 6:30 p.m.
Hours: (Monday through Friday)
  Breakfast: 6:30 a.m. to 10 a.m.
  Lunch: 10:45 a.m. to 2 p.m.
  Dinner: 4:30 p.m. to 6:30 p.m.

On the weekends, please visit our coffee shop in the main hospital lobby. Lutheran is proud to be part of an initiative among hospitals to provide healthy food and beverages for the communities that we serve. We have committed to offering only non-sugar sweetened beverages as part of our effort to promote health and prevent or control chronic disease.

Coffee Shop
A gourmet coffee shop, featuring Starbucks, is located in the main lobby. In addition to beverages, it also offers hot food, sandwiches and specialty items. The coffee shop is open Monday through Friday from 6:30 a.m. to 8 p.m. and on Saturday and Sunday from 8 a.m. - 6:30 p.m.

Environmental Services
Your Environmental Services team is here to keep your room clean and sanitized during your stay.
If you have any concerns about the cleanliness of your room during your stay, or would like additional Environmental Services assistance, please call extension 2-4600. Our team will be happy to assist you as quickly as possible. If you need your bed linen changed please inform your nurse or care team so that they may assist you.
7 Key Ways to Take Charge of Your Care

**Isolation**
- Sometimes you may be placed in isolation to protect either you or other people. Our caregivers may wear gowns, gloves and/or masks depending on why you need the isolation.
- Your family will also be requested to do the same. If you are placed in isolation, we will provide you with education about why you are in isolation.
- Tell your caregiver if you have severe diarrhea, especially if you are also taking antibiotics. This may be one reason you need isolation.

**Get your flu shot!**
- Protect yourself against the flu by getting vaccinated.

**Patient identification**
- Caregivers will identify you through frequent checks of your name and medical record number which are on your armband.
- Check your armband to be sure the information is correct! If there is anything not correct, please notify your caregiver immediately.
- Nurses may scan your armband frequently, for example during medication administration, performing tests and procedures, at time of transport from one place to another or even when your food tray is delivered.

**Use your call button**
- We will round on your frequently. If you need assistance at other times, do not hesitate to use your call button.
- You may not think you need help getting up to go the bathroom, but after being in bed, you may be weaker than you think. We would rather have you “Call” and not fall!
Speak UP! You have my permission!
What patients and families need to know about patient safety.

Handwashing. This is the most important way to prevent the spread of infections in the hospital and at home.

What can you do?
• Expect everyone to wash his or her hands or use hand sanitizer when entering and leaving the room. If you are unsure if an individual has washed his or her hands, please ask.
• Wash your hands:
  • When entering and leaving your or your family member’s room
  • Before and after preparing food and eating
  • After using the bathroom

Medical Alert—Rapid Response Team (RRT). This is a team of healthcare providers from our intensive care areas. It can be contacted any time you are concerned that your or your family member’s medical condition is worsening and you are worried that the situation is not being addressed by your primary team.

What can you do?
• Recognize when you feel that something is not right with your or your family member’s condition and it is not being addressed.
• Call an RRT by dialing 55 from the nearest hospital phone. Tell the operator that you are asking for a Medical Alert—Rapid Response Team for yourself or your family member and give the patient’s full name and room number.

Pressure Ulcers (Bed Sores). These are caused by pressure from sitting or lying in one position too long. They can also be caused by a cord or device that puts pressure on the skin. They are most likely to happen on skin over bony areas.

What can you do?
• Move, or help your family member change positions regularly to help avoid pressure ulcers. Call your nurse if you need help moving yourself or your family member.
• Call a nurse to help change the position of any devices that put pressure on your or your family member’s skin.
• Keep your or your family member’s skin clean and moisturized.
• Pay close attention to your or your family member’s body, especially in areas where he or she has no feeling.

“I am concerned that my/my family member’s condition is worsening. I am calling an RRT and dialing 55 from a hospital phone.”

“Excuse me, I didn’t see you wash your hands. I’d like to be sure everyone’s hands are clean. Please wash them before caring for me/my family member.”
Your Healthcare Team

Our Promise to You
To ensure the best possible care, all patients are visited on a frequent basis. We call this purposeful rounding and we partner with you on your care plan for the day. On every rounding visit, the nursing staff member will:

- Check patient pain level.
- Offer help using the bathroom.
- Help patient get into a comfortable position.
- Check medication needs.
- Make sure patient’s essential needs are met (call light, phone, TV Channel changer, reading material, etc.)
- Answer patient questions.
- Inform patient of next rounding time.

Please feel free to speak with the Charge Nurse or Clinical Nurse Manager if your needs are not being met.

Who is Helping You?
Your healthcare team at Lutheran Medical Center consists of well-rounded professionals dedicated to giving you the best care during your stay.

These members may include:

- **Attending Physician or Hospitalist** – The doctor that supervises your treatment.
- **Nurse Practitioners/Physicians Assistants** – Licensed professionals who work closely with the attending physician in planning your care.
- **Certified Nursing Assistants** – Certified caregivers who assist registered nurses. They support you by performing tasks such as bathing, feeding and helping you move, and are an essential part of the nursing team.
- **Registered Nurses** – Registered Nurses will plan and evaluate your daily care, administer medications and treatments and provide education for discharge.
- **Pharmacists/Pharmacy Student** – A pharmacist will review your medication orders and work with your doctor and nurse to ensure safe and accurate medication therapy.

Others who may be involved in your care:

- **Clinical Dietitians**
- **Case Managers**
- **Chaplain/Pastoral Care Providers**
- **Nursing/Medical Students**
- **Respiratory Therapists**
- **Physical Therapists**

Your Caregivers Wear These Color Uniforms

While you’re here, you’re likely to meet with many people, including physicians, nurses, pharmacists and other caregivers. All physicians and associates wear ID badges and will introduce themselves so that you’ll know who is taking care of you.

Your caregivers wear a selected color uniform. Here is a list so you can quickly identify them:

- **Nurses**
- **CNAs, Technicians in Telemetry, Behavioral Health and ED**
- **Nursing Unit Clerks**
- **Lab, Phlebotomy**
- **Radiation Oncology, Medical Imaging**
- **Respiratory Therapy**
- **Breast Care**
- **Physical Medicine and Rehabilitation**
- **Transporters**
- **Environmental Services**
- **Nutrition Services**
- **Volunteers**

**Know Your Caregiver**
Identify who is in your room and how they help you by the color they wear.
We Care About Pain Control

- We understand that pain is personal – only you know how it feels.
- We want you to take an active role in your pain care by asking questions, using a pain scale, and talking about your pain.
- Tell us about chronic pain you are experiencing and how you manage your pain at home.
- Review the Menu of Pain Management and Comfort Options
- Your team of physicians, pharmacists, and nurses will work with you in creating a plan to safely control your pain and any medication side effects.
- Controlled pain means that you can do the things you need to do to heal, such as breathing well, moving your body, and resting.

While you are in the hospital, Bridges Health and Wellness is available to provide massage, acupuncture, and healing touch. These therapies can decrease pain and nausea, promote rest, and improve sleep and bowel function. Therapies are self-pay at the time of services. Please talk to your nurse about your wish to receive one of these therapies.
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 14).
- 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 Medical Center
Hospital Administration, 303-425-8375
Patient Representative, 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

Department of Regulatory Agencies (DORA)
1560 Broadway, Suite 1350, Denver, CO 80202
Phone: 303-894-7855 Toll-Free: 800-886-7675
Fax: 303-894-7885 www.dora.colorado.gov

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
Or through the on-line OCR Complaint Portal:
https://ocrportal.hhs.gov/

Colorado Office of Behavioral Health
3824 West Princeton Circle, Denver, CO 80236
303-866-7400 www.colorado.gov/cdhs

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

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.

KEPRO
5700 Lombardo Center Dr., Suite 100
Seven Hills, OH 44131
1-844-430-9504 TTY, 1-855-843-4775
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

Another law provides additional privacy protections to patients of alcohol and drug treatment programs. For more information, visit: 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.

Right to Complain

If you believe your rights are being denied or your health information isn’t being protected, you can file a complaint with your provider, health insurer or the U.S. government at https://ocrportal.hhs.gov/.
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 Medical Center 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 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

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

• Colorado Hospital Report Card: www.cohospitalquality.org
• The Joint Commission: www.qualitycheck.org
Heart-Healthy Lifestyle Information

Your Lutheran Medical Center healthcare team has prepared this information to help guide you to better heart health. Please feel free to ask any questions.

Heart disease, also referred to as coronary artery disease, occurs when the arteries become narrowed or partially blocked by plaque, reducing the flow of oxygen-rich blood to the heart. When this happens, you might feel pain or discomfort in your chest, back, neck or arms. If left untreated, the muscle in the heart can become damaged.

While there are many factors that contribute to whether or not you have plaque buildup in your arteries, there are some things you can control and some things you cannot. These things are called risk factors.

Risk Factors You Cannot Control

- Age
- Family history of heart disease
- Gender
- Race

Risk Factors You Can Control

- Smoking
- Cholesterol
- Blood pressure
- Diet
- Physical activity

Smoking

If you have never smoked, don’t start. If you do smoke, we urge you to quit. Smoking harms your health and the health of your family members. Cigarette smoking will shorten your life and is a major contributor to heart disease. Plan now to make this change and seek help and support. Ask your healthcare provider or contact the Colorado QuitLine at 1-800-QUIT NOW (1-800-784-8669) or www.coquitline.org.

Blood Pressure

Blood pressure is the force of blood against the walls of the arteries as it travels through your body. Blood pressure can vary throughout the day, but if it stays elevated over an extended period of time, it can cause the heart to work too hard. Your blood pressure could be elevated and you may not know it, which is why it is important to have it checked at least once a year.

Cholesterol

Cholesterol is a waxy material that occurs naturally in all parts of the body. Your body needs some cholesterol to stay healthy, but too much can clog the pathways that deliver oxygen-rich blood to your heart, brain and other vital organs. Current recommendations for cholesterol are:

- Total cholesterol less than 200 mg/dl
- HDL (good cholesterol) greater than or equal to 60 mg/dl
- LDL (bad cholesterol) less than 100 mg/dl

Diet

Cut down on foods that are high in calories and saturated fat and eat more lean proteins, whole grains, fruits and vegetables. Watch how much salt you use and drink less caffeine and alcohol. Foods high in saturated fats can clog your arteries. Foods high in sodium can cause you to retain fluid. Clogged arteries or excess fluid in your body will make your heart work harder and put you at an increased risk for developing heart disease.
Physical Activity
Regular physical activity improves your heart and lung function, relieves stress and helps your body regulate blood sugar. Adults should accumulate at least 30 minutes of exercise most days of the week. This can be done all at once with activities like hiking, jogging or cycling, or it can be done gradually by making small changes in your daily routine. Try walking instead of driving, choosing the stairs over the elevator or parking further away from your destination.

When You Need to Seek Immediate Medical Attention

Heart Attack
When blood flow is interrupted to the heart suddenly or over an extended period of time, you are at risk for a heart attack and need immediate medical attention.

**Warning signs include:**
- Pain or discomfort in your chest, arms, shoulders, neck, back or jaw that lasts more than a few minutes or goes away and comes back.
- Pain or discomfort that feels like pressure, burning, squeezing, fullness, tightness, aching, crushing or heaviness.
- Pain may or may not be accompanied by sweating, nausea, light-headedness, fainting or shortness of breath.

Women may or may not have chest pain and sometimes exhibit less common signs of heart attack, including stomach pain, unexplained anxiety, weakness or fatigue. If you experience pain or discomfort that lasts for more than a few minutes, call 911.

Stroke
A stroke is when the blood stops flowing to your brain and can occur when a blood vessel becomes blocked or bursts. This causes a part of the brain to stop working.

**Warning signs include:**
- Sudden numbness or weakness of the face, arms or legs, especially on only one side of the body.
- Sudden confusion, trouble speaking or understanding.
- Sudden trouble seeing out of one or both eyes.
- Sudden trouble walking, dizziness, loss of balance or coordination.
- Sudden severe headache for no reason.

Call 911 immediately if you experience any of the stroke warning signs.

Chronic Health Conditions that Can Impact Your Heart

Heart Failure
Heart failure occurs when your heart does not pump blood as well as it’s supposed to. When the heart does not pump correctly, the rest of the body does not get the oxygen and nutrients it needs. Common causes of heart failure are heart disease, heart attack, high blood pressure and heart valve disease. Consult with your health care provider if you have unexplained shortness of breath, gain weight suddenly overnight or have swelling in the legs, ankles or feet. If you have been diagnosed with congestive heart failure, it is very important to:

- Cut down on the salt in your diet by:
  - Limiting the amount of salt you add to your food.
  - Watching for high salt content in prepackaged foods.
- Weigh yourself every day. Call your doctor if you suddenly gain three pounds overnight or five pounds in a week.
- Take your medications as directed.
- Try to do some physical activity every day.
Diabetes
Diabetes is a health condition where your body does not produce or properly use insulin. Insulin is a hormone the body uses to change blood sugar into energy. There are two types of diabetes:

- **Type 1** means your body does not make insulin. It’s usually a condition you’re born with and is most often diagnosed in children and young adults.
- **Type 2** means that even though your body does make insulin, your cells do not use the insulin properly and as a result, you have high blood sugar. A person can develop this type of diabetes at any time and can have this condition for years before noticing any symptoms.

If diabetes is ignored or left untreated, high blood sugar levels over an extended period of time can cause other serious problems, such as blindness, stroke, heart disease and kidney disease. Check with your healthcare provider if you have changes in appetite, unusual thirst, frequent urination, tingling or numbness in legs, feet or hands, or blurry vision.

**Resources for More Information**
- American Diabetes Association [www.diabetes.org](http://www.diabetes.org)
- American Heart Association [www.americanheart.org](http://www.americanheart.org)
- American Stroke Association [www.strokeassociation.org](http://www.strokeassociation.org)
- Colorado Quit Line [www.coquitline.org](http://www.coquitline.org)
- Shape Up America [www.shapeup.org](http://www.shapeup.org)

Heart Healthy Packet EHAC (Early Heart Attack Care) / and CAD (Coronary Artery Disease) Risk Score

Did you know that heart attacks have beginnings? Heart attacks remain the leading cause of death in the United States, and more than 50 percent of patients experience symptoms that if recognized in time can be treated before the heart is damaged. The early symptoms of heart attack are:

- Nausea
- Feeling of fullness, chest pressure, squeezing or discomfort
- Pain that travels down one or both arms
- Jaw pain
- Fatigue, unexplained weakness
- Anxiety
- Back pain without injury
- Shortness of breath

These symptoms may come and go until finally becoming constant and severe. Talk to your doctor about your risk factors and visit [www.heart.org](http://www.heart.org) to learn more about your 10-year coronary artery disease risk score.

Become an ambassador for EHAC by committing to share EHAC information with others. Take the oath:

“I understand that heart attacks have beginnings that may include chest discomfort, shortness of breath, shoulder and/or arm pain and weakness. These may occur hours or weeks before the actual heart attack. I solemnly swear that if it happens to me or anyone I know, I will call 911 or activate our Emergency Medical Services.”

**Call 911 immediately if you have any of the warning signs below:**
- Sudden numbness or weakness of the face, arm or leg, especially on only one side of the body
- Sudden confusion, trouble speaking or understanding
- Sudden trouble seeing out of one or both eyes
- Sudden trouble walking, dizziness, loss of balance or lack of coordination
- Sudden severe headache for no reason
Billing Information

Insurance Information
SCL 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
SCL 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.
Hospital Resources

**Answerline, 303-689-4595**
For questions about Lutheran Medical Center, physician referral and/or to register for community events or classes

**Automated Teller Machine (ATM)**
Located in the main lobby, directly south of the main information desk in the hallway.

**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.

**Bridges Health & Wellness, 303-425-2262 or ext. 2-2262**
Community programs and classes to support your health and wellness, including nutrition, exercise and stress management support.

**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. 2-8604 to make arrangements.

**Hours of Operation:**
Monday through Friday: 9 a.m. to 8 p.m.
Saturday: 9 a.m. to 4 p.m.
Sunday: 11 a.m. to 3 p.m.

**Hope’s Corner Boutique**
Location: first floor of the 3550 Medical Office Building, adjacent to Lutheran’s Infusion Care Center. Hope’s Corner is a special boutique that offers products designed specifically for patients and families dealing with cancer, including turbans, hats, bras and prosthetics, skin care, books and other inspirational items.

**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 303-425-2339 or ext. 2-2339.

**Lutheran 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**
For notary services, contact your caregiver, who will arrange this service for you during normal business hours, seven days a week.

**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. 2-2393 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 spiritual and emotional support for patients and families of all faiths. Chaplains provide support and prayer for patients preparing for surgery, facing a new diagnosis, having experienced a recent loss or dealing with a life-changing transition. Chaplains may also contact your clergy person at your request. Whatever your need or concern, you may request a visit from the chaplain at any time by calling ext.2-2393, or asking your nurse to contact Spiritual Care.

The Chapel of the Good Samaritan, accessible from the first floor of the hospital, is always open for patients and families. There is a chapel service on Sundays at 10 a.m., and it is available on Channel 35 (the C.A.R.E. channel). There also are several places located throughout the hospital to find solace. Outdoors, on the southwest side of the Lutheran campus (behind Radiation Oncology), there is a beautiful pond with benches, as well as several walking paths. Indoors, the Mezzanine area above the main lobby and the Spiritual Reflection Area on the second floor offer space for reflection and solitude.

Vending Machines
Vending machines are on the second floor, near the café, and are available 24 hours a day, seven days a week.

Visiting Hours
At Lutheran, we do not follow a traditional visiting hours policy. We strongly believe patients can heal faster when in the company of family and friends. Even though we don’t have official visiting hours, please remember that patients need rest. 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 on the Lutheran campus 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, Caregiver resources.

CareGiving.com
www.caregiving.com, Online support groups and articles on caregiving.

Eldercare Locator
800-677-1116
www.eldercare.gov, Help with locating aging services throughout the U.S.

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 Medical Center 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. For more information, contact:
Lutheran Medical Center Foundation
8300 W. 38th Avenue
Wheat Ridge, CO 80033
303-467-4800 or ext. 2-4800
www.SupportLutheran.org
Thank you in advance for your gift.

800-MEDICARE

National Alliance for Caregiving
www.caregiving.org, Support for family caregivers and the professionals who serve them.

Caregiver Action Network
800-896-3650
www.caregiveraction.org, Support for caregivers of chronically ill, aged or disabled loved ones

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. 2-2142.

Patient and Family Advisory Council
Do you want to help Lutheran Medical Center improve? Lutheran Medical Center has a Patient and Family Advisory Council made up of previous patients and their family members. They provide valuable input and feedback on potential improvements and changes here at Lutheran Medical Center. We also learn from their experiences. Is this something you would be interested in? The council meets monthly for a two hour meeting.
Access your information from a computer, tablet or smartphone.

**View and update** portions of your medical information online, and request your full electronic medical records.

**Communicate** with your healthcare team by sending secure messages, prescription renewals, and enabling email and text notifications.

**Schedule** appointments, sign up for waitlist notifications and download appointments to your calendar.

**Manage** your accounts and payments.

Sign up for MyChart today and connect with your health records!


✍️ Sign in if you already have an account. If not, click **Sign Up Now** and enter the activation code your provider shared with you, or follow the instructions to verify your identity online and create your account.

After creating your account, you can access your information with the MyChart Mobile App anytime, anywhere!

Download the MyChart Mobile App from the Apple or Android app stores.
Turning family rooms into exam rooms.

Doctor On Demand with SCL Health offers you a way to connect with a board-certified physician anytime and anywhere—at home, at work or on the go.

- **Fast:** See a Doctor On Demand physician via video visit within minutes.
- **Convenient:** Download in Apple or Google Play app stores. Use on your smartphone, tablet or laptop.
- **Treat:** Many non-emergency medical issues, including:
  - Cold & flu
  - Bronchitis & sinus infections
  - Pediatric issues
  - Eye issues
  - UTIs & yeast infections
  - Rashes & skin issues
  - Upset stomach
  - Allergies and more
- **Great care:** All physicians are board-certified in your state. Doctors go through rigorous screening, training and ongoing reviews to maintain the highest level of care.

Don’t drive, walk or ride. See a doctor now.

Just go to sclhealth.org/DoctorOnDemand
Notes
### Television Channel Listing

<table>
<thead>
<tr>
<th>Channel</th>
<th>Network</th>
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<tbody>
<tr>
<td>2</td>
<td>CW (KWGN)</td>
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<tr>
<td>4</td>
<td>CBS (KCNC)</td>
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<tr>
<td>5</td>
<td>The Comedy Channel</td>
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<tr>
<td>6</td>
<td>PBS (RMPBS)</td>
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<tr>
<td>7</td>
<td>ABC (KMGH)</td>
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<tr>
<td>8</td>
<td>CNN (NEWS)</td>
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<tr>
<td>9</td>
<td>NBC (KUSA)</td>
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<tr>
<td>10</td>
<td>ESPN (SPORTS)</td>
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<td>11</td>
<td>ROOT SPORTS</td>
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<tr>
<td>12</td>
<td>PBS (CPT12)</td>
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<td>13</td>
<td>Ion Television</td>
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<td>14</td>
<td>Discovery</td>
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<td>15</td>
<td>USA Network</td>
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<tr>
<td>16</td>
<td>Lifetime Channel</td>
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<tr>
<td>17</td>
<td>A&amp;E (Movies, Series)</td>
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<td>18</td>
<td>TBS</td>
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<td>19</td>
<td>TLC</td>
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<td>20</td>
<td>MY20 (KTVD)</td>
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<tr>
<td>21</td>
<td>Weather Channel</td>
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<td>22</td>
<td>HGTV</td>
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<td>23</td>
<td>TNT</td>
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<td>24</td>
<td>Fox NewsChannel</td>
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<td>25</td>
<td>AMC</td>
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<td>26</td>
<td>Altitude Sports</td>
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<td>27</td>
<td>The Travel Channel</td>
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<tr>
<td>28</td>
<td>ABC Family</td>
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<td>29</td>
<td>CNN Headline News</td>
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<td>30</td>
<td>Animal Planet</td>
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<td>31</td>
<td>FOX (KDVR)</td>
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<td>32</td>
<td>VH1</td>
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<td>33</td>
<td>The History Channel</td>
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<td>34</td>
<td>KCEC (SPANISH)</td>
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<td>35</td>
<td>The Care Channel</td>
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<tr>
<td>36</td>
<td>Patient Safety Video</td>
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<tr>
<td>37</td>
<td>National Geographic</td>
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<tr>
<td>38</td>
<td>Nickelodeon</td>
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<tr>
<td>39</td>
<td>The Cartoon Network</td>
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<tr>
<td>40</td>
<td>ABC (KMGH)</td>
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<tr>
<td>41</td>
<td>NBC (KUSA)</td>
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</tbody>
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