Welcome Guide
For Patients, Families & Visitors
About Us

About Saint Joseph Hospital

Founded in 1873 by the Sisters of Charity of Leavenworth, Saint Joseph Hospital was the first private hospital in Colorado and is today recognized as one of the top hospitals in the nation. Specializing in advanced heart care, pregnancy and childbirth, cancer treatment, emergency care, respiratory medicine, orthopedics and surgery, Saint Joseph Hospital continues to offer the high-quality, affordable health care that has served Denver for more than 140 years.

By working closely with top physicians and medical specialists, Kaiser Permanente, Children’s Hospital Colorado, and National Jewish Health, the leading respiratory hospital in the nation, Saint Joseph Hospital is able to provide some of the best health care services in Colorado. Saint Joseph Hospital is sponsored and operated by SCL Health. SCL Health is a faith-based, non-profit health care system that operates 12 hospitals and more than 200 ambulatory care centers in the U.S.

About National Jewish Health

National Jewish Health is the leading respiratory hospital in the nation. Founded more than 110 years ago as a nonprofit hospital, National Jewish Health today is the only facility in the world dedicated exclusively to groundbreaking medical research and treatment of patients with complex and chronic diseases. Patients and families come to National Jewish Health from around the world to receive cutting-edge, comprehensive, coordinated care. To learn more, visit njhealth.org.

How We’re Working Together

In 2014, National Jewish Health and Saint Joseph Hospital began working together to deliver the highest value in patient care. Not only are we providing a great care experience, we are also applying the latest medical research from National Jewish Health to better understand and treat disease.

Through this relationship, many National Jewish Health physicians work side-by-side with doctors and health care providers at Saint Joseph Hospital. This integrated team is sharing best practices and unique approaches to treatment that result in outstanding care for all patients who come to Saint Joseph Hospital. Together, we are committed to delivering the complex care with better outcomes to more people.
Welcome

Welcome to National Jewish Health | Saint Joseph Hospital and thank you for trusting us with your care. We know you have a choice in health care, and we appreciate your confidence in us.

At National Jewish Health | Saint Joseph Hospital, patients are at the center of everything we do. Here, you will find skilled caregivers who have your health and well-being as their top priority. We value you as a person and want to care for you holistically – mind, body and spirit. We want your experience to be the best it can be while in our care. You can expect excellence, efficiency and compassion from our staff and physicians, and we are committed to delivering care safely and with the utmost respect for your privacy and preferences.

You will also find another important element—collaboration. We stress collaboration, not just among our staff and physicians, but with you and your family. We will talk with you and listen to you. Together, we will create your plan of care. We want you to ask questions, offer your thoughts and work with us. Think of us as your partner in our care and healing.

Care doesn’t stop when you leave here. You will receive a patient survey at home, and we encourage you to tell us about your stay and your care. Your response will ensure that your hospital maintains the best quality care for you, your family and the community we serve.

We look forward to caring for you, and we appreciate the opportunity to serve you.

Sincerely,

Jameson C. Smith
President
Saint Joseph Hospital

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Welcome to Healing and Health

Welcome to National Jewish Health | Saint Joseph Hospital. For well over a century, our mission has been 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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We’re Here to Help You
Saint Joseph Hospital Leadership

Jamie Smith, MBA, FACHE, President,
Saint Joseph Hospital

Simon Payne, MD,
Vice President, Chief
Medical Officer

Barbara Jahn, BSPT,
MHS, NHA, Chief
Operating Officer

Mary Shepler, RN,
BSN, MA, Vice President,
Chief Nursing Officer

Alice Rigdon,
Vice President,
Finance

Scott Day, Vice President,
Human Resources

Al Steinmann, MD,
Chief of Academic Medicine

Sister Jennifer Gordon,
Vice President of Mission Integration

Lisa Alecci,
Executive Director, Saint Joseph Hospital Foundation

Pete Schaad, Vice President,
Operations

Let Us Know How We Are Doing
• Provide feedback about your visit through GetWellNetwork, the interactive television in your room.
• When you arrive home you will be asked to participate in a survey.

Be Included in Your Care
• During your stay, you will be checked on regularly in a process called “rounding.” Rounding is another opportunity to talk to your care givers about needs, concerns and any questions you may have.
• Your Care Board lists information important to your stay, like your doctor’s name and members of your care team, and includes space to write in questions from you and your family.
For Your Comfort & Convenience

Telephone Service

Within the Hospital
To call within Saint Joseph Hospital, dial “8” and the last four digits of the 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.

Free Wi-Fi
Select “SCLHS_PUBLIC” under WiFi, then open a browser page and scroll to the bottom and select “OK” to the terms and conditions.

Resource Service Center
The Resource Service Center is located on the first floor of the hospital in front of the main entrance. The center is open Monday through Friday from 8 a.m. to 6 p.m. in person or by phone at 303-812-3456 or 8-3456.

Services and resources include: lost and found, health information requests, financial counseling, patient relations, wayfinding and interpreter requests.

Fax and Email
Fax and e-mail facilities are available in the Gervasini Health Library during regular library hours: Monday through Friday from 8 a.m. to 4:30 p.m. Please call 303-812-3622 or 8-3622 to check the availability of fax and email equipment.

Speech and Hearing Services
Please let your physician or nurse know if you have any communication needs, including sign language interpreters, language interpreters, auxiliary aids, telephone amplifiers and/or TTY phones. Our TVs have closed captioning.

Mail
Your mail will be delivered Monday through Friday. Letters arriving after your discharge will be forwarded to your home.

GetWellNetwork
The television in your room runs on a program called GetWellNetwork. The controls are on the call button attached to the bed or on the wireless keyboard found in the room. It has helpful features like medical and hospital information, you can watch movies, play games, get on the internet, share your comments with us and more. There is a tip sheet in the room for more information. Television channels are listed on the back cover of this guide.

Spiritual Care
Healing has many dimensions, and that’s why we have chaplains available for spiritual and emotional support, for you and your family 24 hours a day. We offer spiritual as well as bereavement counseling and a listening presence. Other spiritual needs are met with communion or anointing, and by offering spiritual representatives from your faith. We also have volunteer Eucharistic Ministers who distribute daily communion for all of our Catholic patients. If you would like a visit from one of our Spiritual Care chaplains at any time, please let your nurse know.

Chapel and Services
The Saint Joseph Hospital Chapel is open for prayer and meditation 24 hours a day with interior access. The chapel is on the first floor near the Café. All faith traditions are welcome in the Chapel and meditation garden.

The Chapel is open for special events such as memorial services and prayer rituals by contacting Spiritual Care at 303-812-3520 or 8-3520.

Celebration of Mass
Catholic Mass is offered at 11:00 a.m. Sunday through Friday and 4:30 p.m. on Saturday. Mass is televised in patient rooms.

Televised Worship
The Masses, Adoration of the Blessed Sacrament and Rosary are broadcast on Channel 62.
Food and Nutrition Services
Our Nutrition Services staff enjoys serving appetizing and healthy meals during your stay. For your convenience, we offer Just for You Room Service Dining, an exclusive service that lets you call for your meals when you’re ready to eat. We create menus to meet your specific needs, including special or restricted diets.

Room Service Dining
Room service is available from 7 a.m. to 7 p.m., and meals are delivered within 45 minutes of your order. Please call 8-FOOD (8-3663) to place your order, or place your order through the GetWellNetwork. There is limited menu availability after 7 p.m. Please contact your nurse.

Café
The Café is located on the first floor of the hospital near the main lobby.

Café Hours:
6:30 a.m. to 2 a.m. Monday through Saturday
6:30 a.m. to midnight Sunday

Vending Machines
Vending machines are located on the first floor near the Café and restrooms.

Coffee/Snacks
Dazbog coffee is located on the first floor near the Café.
Welcoming Family & Friends

At Saint Joseph 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

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 any contact. 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

- Free valet parking is available at several entrances, as marked. No tips accepted.
- Parking is free in our garage. The A Garage is at 19th and Downing Streets and the B Garage located on the back of the hospital on 20th Street near Entrance 4.
- Some metered street parking is available. Please be aware of parking restrictions.
**Guest House**
Saint Christopher Inn offers comfortable accommodations at reasonable rates for family members and visitors. This Victorian-style guesthouse is conveniently located across from Saint Joseph Hospital at 1780 Lafayette Street. Saint Christopher Inn staff members are associates of Saint Joseph Hospital. For more information, please contact one of our customer service representatives at 720-917-9900.

**Gervasini Health Library**
The Gervasini Health Library is for patients, families and anyone in the community. The library has health-related books, magazines, CDs and DVDs, and e-books to read on your smart device or e-reader, as well as computer stations, a fax machine and a small collection of fiction books. The library is a quiet place to read or just spend time away from the patient room. Medical librarians are here to help you find information about health topics, treatments and healthy living. The librarian can bring this information to you in your room, email it to you or mail it to your home. The library is open to anyone, and all services are free of charge. The library is located on the first floor near the Café and is open Monday through Friday: 8 a.m. to 4:30 p.m. Call 303-812-3622 or 8-3622, to speak with a librarian or to leave a message. You can also email your request to askalibrarian@sclhs.net.

**Gift Shops**
Saint Joseph Hospital Volunteers operate two unique, full-service gift shops located on the first and fourth floors of the facility. Our shops offer a wide variety of fresh cut flowers and plants, snacks, distinctive clothing, hand-crafted jewelry, products designed for new mothers and specialty gifts for all occasions. We provide free patient room delivery with a smile!

**Gift Shop – 1st Floor**
- Hours: Monday and Friday: 9 a.m. to 6 p.m.
  Tuesday through Thursday: 9 a.m. to 8 p.m.
  Saturday: 10 a.m. to 2 p.m.
  Sunday: 11 a.m. to 3 p.m.
- Phone: 303-812-3465 or 8-3465

**Baby Joe’s – 4th Floor**
- Baby Joe’s is a special place for new moms and their families. From baby clothes, toys and gifts to breast pump rentals, accessories and comfort products we offer a unique selection to suit all occasions.
- Hours: Monday through Friday, 10 a.m. – 3 p.m.
- Phone: 303-812-3467 or 8-3467
Take an Active Role in Your Health Care:

- Share your health history with your care team.
- Ask questions of your physician, nurse, pharmacist or other caregivers.
- Tell your physician or nurse about all your current medications, including vitamins, herbals and dietary supplements.
- Take medications exactly as prescribed.
- Periodic care team rounding, GetWellNetwork and your Care Board are all resources available to you in your room to ask and answer questions about your care.

A Sense of Security
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.

Protecting Your Safety
We have security officers here 24 hours a day, seven days a week to help keep the hospital safe for you, visitors and staff. They wear blue or white shirts, right-shoulder patches and chest badges. Security is also available to escort you to your car. If you need security assistance, please call 303-812-6767 or 8-6767.

Lost and Found
We make all attempts to find lost or missing items. If you lose anything, report it immediately to your nurse. Visitors who lose something should report it to Lost and Found at 303-812-5858 or 8-5858.

Valuables
- We strongly recommend that you leave all valuables (jewelry, watches, etc.) at home. Please send them home with a family member or friend whom you trust.
- If you have valuables with you, contact your nurse. We recommend that you allow security to keep them in a safe while you are in the hospital.
- Ask for a proper container for dentures, glasses, contact lenses or hearing aids.
- Do not leave personal items on food trays, bedside tables or wrapped in napkins or tissues.
- If you do choose to keep valuables with you against our advice, the hospital cannot be responsible for those items if they are lost or stolen.

Smoking
- Smoking is not allowed in the hospital or anywhere on the campus.
- Nicotine-replacement therapy is available for patients. Please check with your physician or nurse to discuss options.
- Family members and visitors will need to leave the campus to smoke or use tobacco products.
- We will help if you wish to quit smoking. Please let your nurse know if you would like further information.
Understanding Your Doctors and Other Caregivers

It can be difficult to understand what your doctors and other caregivers are telling you about your care and treatment. Here are some questions and answers to help you understand caregivers.

What can you do if you don’t understand what your caregiver is saying?
Tell them you don’t understand. Use body language. If you don’t understand shake your head to show that “No, I don’t understand.” Ask lots of questions. By asking questions, you’re helping them understand what you need. You should not leave the hospital until you understand what has happened to you, your treatments, what has been done and what to expect at home.

The doctor says you need to have a “procedure.” What does that mean?
A procedure can be an operation or a treatment. A procedure can be a test with special equipment. You might be put to sleep, or a part of your body might be numbed. Ask questions about what will be done to you. If you speak another language ask for someone who speaks your language. Even if you’re in the emergency room you need to understand what will happen to you.

What can you do if you speak another language?
Ask for someone who speaks your language. This person can help you talk to caregivers. This person may work for the hospital or for a telephone language line. They may be here in the hospital or may be available over the telephone or by video. You have the right to get help from someone who speaks your language. If you are given any paperwork, ask if it is available in your language.

What is informed consent?
Informed consent means that you know how your illness or condition will be treated. It means your doctor has informed you of the benefits and risks of an operation or treatment. It means that you understand the risks, that you know about other treatments available to you and that you know what can happen if you aren’t treated. You will be asked to sign paperwork after you agree to the treatment. You need to decide if you will sign or not sign the paperwork only after you understand all that was explained to you.

You don’t understand the paperwork you are given to fill out. What can you do?
Ask caregivers to explain the paperwork. Ask them to help you fill it out.

Your caregiver asks you to do something that is against your culture or religion. What can you do?
Tell your caregiver about your culture. Or tell them about your religious beliefs. Explain to them what you need to do. When they know what is important to you, they can understand better how to take care of you. There may be a way to meet your caregiver’s needs as well as your needs.
What You Should Know About Pain Management

There are many different causes and kinds of pain. Pain can be caused by injury, illness, sickness, disease or surgery. Treating pain is the responsibility of your doctor, nurse and other caregivers. You can help them by asking questions and finding out more about how to relieve your pain. Here are some questions and answers to help you do that. Help us help you be more comfortable.

Talking About Your Pain

Is it important for doctors and nurses to constantly ask about your pain?
Yes. This is because pain changes over time or your pain medicine may not be working. Doctors and nurses should ask about your pain at least hourly to ensure the effectiveness of your medication.

What do you need to tell your doctor and nurse about your pain?
First, tell them that you have pain, even if they don’t ask. Your doctor or nurse may ask you to describe how bad your pain is on a scale of 0 to 10, with 10 being the worst pain. They may use other pain scales that use words, colors, faces or pictures. Tell them where and when it hurts. Tell them if you can’t sleep or do things like dressing or climbing stairs because of pain. The more they know about your pain the better they can treat it.

What can you do when your pain gets worse?
Tell your doctor or nurse. Tell them how bad your pain is or if you’re in pain most of the time. Tell the doctor if the pain medicine you’re taking is not helping.

Should you include pain medicine on your list of medicines or medication card?
Yes! List all of your pain medicines – those prescribed by your doctor and those you buy over the counter.

What does “PRN” mean?
It means you take your medicine as needed. In this case, you decide how much you need within reason. You will need to ask to receive your medication. Let your care team know when you are ready for medication or have questions about your medication.

Managing Your Pain

What can be done to treat pain?
There are many ways to manage your pain. There are medicines that can be used to relieve pain. There are also other ways to treat pain without taking medicine that can be identified when discussing pain with your doctor or nurse. We will take a balanced approach to pain management.

What are some of the medicines used to treat pain?
Some pain medicines are acetaminophen, aspirin, ibuprofen, naproxen and opioids. Opioids include morphine, oxycodone and hydromorphone. Many of these medicines come in pills, liquids, suppositories and skin patches.

Are there other ways to relieve pain?
That will depend on your illness or condition and how much pain you have. Sometimes pain can be relieved in other ways. Some other comfort items or options to control pain are found in our pain and comfort menu in your room.

What are the side effects of pain medicines?
Side effects can include constipation, nausea, vomiting, itching and sleepiness. Speak with your doctor or nurse about specific medication side effects.

What can you do if you have side effects or a bad reaction?
Call your doctor or nurse as soon as possible. Ask if there is another pain medicine that may work better for you.

What if you can’t swallow pain pills once home?
Check with your doctor as to options for that medication as it may be available in another form such as liquid. It is NOT safe to crush all pills, so be sure to check with your doctor or pharmacist about whether or not crushing your medication is safe for you.
Improving Your Safety While in the Hospital

1 Keep hands clean!
- Use soap and warm water, or gel or foam hand sanitizer. Rub your hands well for at least 15 seconds. Rub your palms, fingernails, in between your fingers and the backs of your hands.
- Remind your loved ones and visitors to wash their hands.
- If you do not see one of our caregivers clean their hands, please ask them to.
- Washing hands is the single best way to prevent the spread of infections and germs.

2 Speak up!
- Talk to your doctor or any other caregiver about any worries you have. We want you to partner with us in your care. Please speak up if you have any questions or concerns.

3 Be part of your care!
- Caregivers should include you as they plan your care. They may discuss your need for an IV or a urinary catheter. Be aware that leaving a catheter in place too long can increase the chances of getting an infection.

4 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.
- Ask your care team if you have questions about isolation.
- Tell your caregiver if you have severe diarrhea, especially if you are also taking antibiotics. This may be one reason you need isolation.

5 Get your flu shot!
- Protect yourself against the flu by getting vaccinated. We offer free vaccines to patients.

6 Prevent bedsores
- Change your position at least every two hours. Ask for help if needed.
- Get up and walk at least four times per day, with help if needed.
- Eat three meals per day and snacks, within the limits of your doctor’s order. Nutrients, especially protein, keep your skin healthy.
- Nurses will frequently check on your position or re-position you.

7 Patient identification
- For your safety, 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.
- They may scan your armband frequently. Examples would be: doing tests and procedures, at time of transport from one place to another, or even when your food tray is delivered.

8 Use your call button
- We will check on you frequently, but when you need assistance at other times, do not hesitate to use your call button.
- The call button is also for family and friends to use if something is needed.
- 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!
You Have Choices Here
At Saint Joseph Hospital, you have choices.

Help us help you. Be sure the health information you give us is accurate and up to date. Do not hesitate to ask questions about any treatment or procedure you do not understand. Health care in the Catholic tradition is committed to treating people with respect and acting in ways that enhance and protect human dignity.

Your Involvement
You have choices and a voice in your care by sharing your health information, asking questions, and telling us your concerns and thoughts. We encourage you to work with us in your treatment, and we fully support your right to make decisions.

Advance Directives
Advance health care directives are written instructions about how your medical care should be handled if you are unable to speak for yourself or make decisions regarding your own care. Planning for your care before facing a life-threatening injury or medical condition reassures your loved ones and medical providers that you and your values will be honored when you cannot express your wishes or are unable to make decisions for yourself. There are two basic types of advance directives: medical durable power of attorney and living will. Please bring your advance directive with you to the hospital if you have one already completed.

Medical Durable Power of Attorney
A medical durable power of attorney is a written document in which you name someone to make your health care decisions. When you can’t make medical decisions for yourself, this person can accept or refuse any type of medical treatment or procedure based on your wishes and beliefs.

Living Will
A living will is a written document that allows you to define your preferences for medical treatment if you become terminally ill with an incurable condition and are unable to speak for yourself.

Resources Available
You are not required to have an advance directive to receive medical care and treatment at our hospital. If you would like more information about advance directives or assistance to complete documents available from the State of Colorado, please talk to your nurse.

Difficult Decisions
Sometimes the need to make difficult and complicated ethical decisions arises. When that happens, you have support. Your physician, nurse, case manager, chaplain, or the Patient Relations Manager will be happy to set up a meeting with you and your family.

Special Needs During and After Your Stay
Our care managers are available to help you and your family plan for any special needs during and after your hospital stay. They will help you and your nurse and physician plan your discharge if you need ongoing care or special living arrangements. Care managers are available seven days a week and are assigned by units. If you have questions regarding discharge plans or support for someone currently in the hospital, please contact the unit where they are staying for the most up-to-date information. If you would like to discuss a past admission or plan for a future one, please call 303-812-2273 or 8-CARE and leave a message. Providing some details will help us to route your request to the correct person who can assist you.

Someone to Advocate for You
If you have questions or concerns that your nurse or physician aren’t able to resolve for you, the Patient Relations Manager is always available to help you find the right resources for any issue. To reach the Patient Relations Manager, please call 303-812-4395 or ext. 8-4395 from within the hospital during weekdays, or contact the hospital operator and ask for the House Supervisor on evenings and weekends.

Designate a Representative
Please consider designating a representative with the authority to speak for you and make decisions should you be unable to do so.
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. We care about you after you leave. You will receive a follow up phone call from us to hear how you are doing.

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.

Sign up for MyChart to view your medical information online, communicate with your provider and request prescription refills, and manage your appointments. Registration information is on the next page.

Medications

Medicine is an important part of your health care 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.
MyChart

The secure, online connection to your health records.

Access your information from a computer, tablet or smartphone.

- **View and update** portions of your medical information online.
- **Communicate** with your healthcare team, including email messages and prescription renewals.
- **Schedule** appointments and sign up for waitlist notifications.
- **Manage** your accounts and payments.

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

- **Enter the secure MyChart activation code** that your healthcare provider or staff shared with you.

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. After downloading, follow the instructions you received with your activation code.
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 pre-admission 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 303-837-7174.
Healthy Lifestyle Information

Your Saint Joseph Hospital health care team has prepared this information to help guide you to better heart and brain health. Please feel free to ask any questions.

Blood vessels that carry blood to the brain from the heart are called arteries. The brain needs a constant supply of blood, which carries the oxygen and nutrients it needs to function. Each artery supplies blood to specific areas of the brain. A Stroke occurs when one of these arteries to the brain is either blocked or bursts. When this happens, part of the brain does not get the blood it needs, so it starts to die causing sudden problems with walking, speaking, seeing or feeling.

The heart also uses arteries to carry a constant supply of blood to specific areas of the heart muscle. Heart Disease, also referred to as Coronary Artery Disease, occurs when one or more arteries become narrowed or 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.

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 health care 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 flow to your brain is interrupted and causes a part of the brain to stop working correctly. When this happens, brain cells begin to die quickly if not treated immediately. A transient ischemic attack (TIA or mini stroke) occurs when the blood supply to the brain is blocked for a short time. When this happens, the brain temporarily malfunctions without permanent signs of a stroke. A TIA is a warning sign and also needs medical attention before a stroke occurs.

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

**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.
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 health care 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

• American Heart Association www.americanheart.org

• American Stroke Association www.strokeassociation.org

• Colorado Quit Line www.coquitline.org

• Shape Up America 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% 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 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.”
Neighbors Helping Neighbors

Our community plays a vital role at Saint Joseph Hospital, making a difference every day in the lives of others. Listed below are a few ways you can become involved.

Join Us in Our Mission

Saint Joseph Hospital Foundation is a non-profit corporation that has raised funds for Saint Joseph Hospital since 1977. We are asking the community to help us continue the 143-year mission of the Sisters of Charity of Leavenworth at Saint Joseph Hospital through donations to charity care, community health and wellness programs, medical education and capital improvements.

Ways to Give

The Foundation focuses on opportunities for giving at every level. No gift is too small. If you would like to help, your donation will be used for the project or program you choose. Contributions are tax deductible.

• Donate by mail, phone or online
• Planned giving
• Corporate giving
• Recurring gifts
• Stocks and appreciated securities
• Tribute gifts
• Real estate
• Endowments

To learn more about the variety of ways to give, visit www.SaintJosephDenver.org/Foundation.

Making a Difference – Volunteer!

By becoming a volunteer at Saint Joseph Hospital, you’ll find that your greatest rewards come from the heart. Volunteers play a key role in the healing presence and culture of our hospital. It doesn’t take much to make a difference: the touch of a hand, a friendly smile, a listening ear.

For more information on volunteer opportunities, please call 303-812-3471 or apply online at SaintJosephDenver.org/about/volunteers.

Join the Saint Joseph Hospital Patient Family Advisory Council (PFAC)

For more information, visit SaintJosephDenver.org/About or contact us at 303-812-3456 or PFAC@sclhs.net
Patient Rights & Responsibilities

As a patient, you have certain rights and responsibilities. Our primary responsibility is to give you the best possible health care. We encourage you to understand, cooperate and participate in your health care. 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 facility 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.

• 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 from the Patient Representative during weekdays, 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.
• 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 or hospital management. The Hospital Supervisor is available to assist you after hours and on weekends. Hospital management contacts include:

**Saint Joseph Hospital**
Hospital Management, 303-812-4930
Patient Relations Manager, 303-812-4395

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)
Oficina de Derechos Civiles Región VIII
(para cuestiones sobre discriminación y privacidad conforme a la Ley de Portabilidad y Responsabilidad de Seguros Médicos [HIPAA])
1961 Stout St, Room 08.148
Denver, CO 80249
Phone/Teléfono: 1-800-368-1019
Fax: 303-844-2025
TDD: 1-800-537-7697
www.hhs.gov/ocr

**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 1-855-843-4776
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.
Saint Joseph Hospital
1375 East 19th Avenue
Denver, CO 80218
303-812-2000
SaintJosephDenver.org

Clinical Partner:
National Jewish Health
1400 Jackson St.
Denver, CO 80206
877-225-5654
njhealth.org

Other SCL Health Facilities:
Good Samaritan Medical Center
200 Exempla Circle
Lafayette, CO 80026
303-689-4000

Lutheran Medical Center
8300 West 38th Avenue
Wheat Ridge, CO 80033
303-425-4500

Saint Joseph Hospital
1375 East 19th Avenue
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303-689-4000

Lutheran Medical Center
8300 West 38th Avenue
Wheat Ridge, CO 80033
303-425-4500

SCL Health Physicians
2480 West 26th Avenue Suite 200-B
Denver, CO 80211
303-813-5140

System Services
2420 West 26th Avenue Suite 100-D
Denver, CO 80211
303-813-5000

Television Channel Listing

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