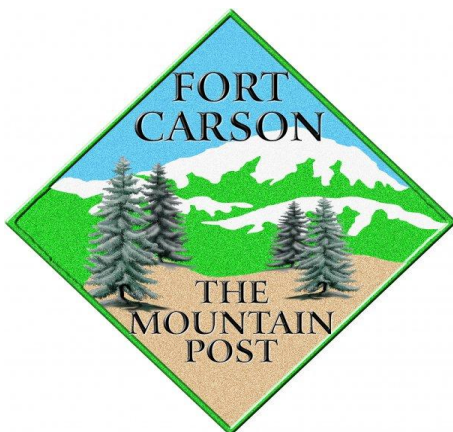


PATIENT INFORMATION GUIDE



EVANS ARMY COMMUNITY HOSPITAL





Welcome to Evans Army Community Hospital, the community hospital and health center for the total military family at Fort Carson and neighboring communities. We are proud of our staff and volunteers, our facilities and our success in providing high quality health and wellness services to our patients, especially the Soldiers of Fort Carson and their families.

This patient information guide has been prepared as a helpful guide to our services and facilities. It begins with an introduction to our history and to your rights and responsibilities as a welcome patient in our hospital and clinics. It then describes, by clinic and service, the many ways we are striving to keep you healthy or to manage problems should our preventive measures fail.

We invite you to become familiar with your TRICARE health care options and to select the TRICARE Prime option. With your enrollment in TRICARE Prime, we can offer you priority access to care as well as a full range of wellness and preventive services incorporating the concept of Family Centered Medical Home. We encourage you to establish a relationship with your Primary Care Manager (PCM) and see that same provider or someone from that provider team on a regular basis to promote a continuity of care for you. During an acute illness, contact your assigned clinic first instead of the Emergency Department as we provide same-day scheduled appointments for you with your PCMs. Our fully staffed Emergency Department stands ready to handle life and limb-saving services during emergency situations.

My staff and I are here to care for you, your family, and to provide you with the highest quality health care in the most acceptable fashion possible. Please let us know how we can best serve you through any of our staff and or the Patient Advocate (526-7225 or 524-5783/526-7532). **I have an open door policy and welcome your comments.**

Commander
MEDDAC, Fort Carson
Evans Army Community Hospital

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Evans Army Community Hospital (EACH) is accredited by The Joint Commission (TJC). As such, you may contact TJC with any concerns about patient care and safety that have not been addressed by EACH at 1-800-994-6610.

DID YOU KNOW?

Evans Army Community Hospital is a not-for-profit community hospital that has been meeting the health care needs of Department of Defense beneficiaries in the Pikes Peak Region since 1942. Evans Army Community Hospital offers comprehensive inpatient and outpatient services in a **tobacco free and latex safe environment**. Our staff includes some of the area's most respected physicians. We continually introduce new programs and technologies and our hospital is consistently accredited by The Joint Commission. If you or a loved one has ever been a patient at Evans Army Community Hospital, you are already familiar with our courteous, knowledgeable staff and our pleasant, well – designed facility. Most importantly, our highly trained physicians, nurses and other health care professionals deliver the finest medical care.

MEDICAL SERVICES & PROGRAMS:

Emergency Service	Podiatry Services	Wellness Center	Preventive Medicine
Behavioral Health	Physical Therapy Services	Internal Medicine	Occupational Therapy
Well Women's Health	Dermatology Services	Pediatrics	Urology Services
Critical Care Services	Dietary Services	Family Medicine	Family Advocacy-Social Work Services
OB/ GYN	Pain Management Services	EENT Services	Occupational Health
Surgical Services	Case Management	Chiropractic Services	Laboratory
Pharmacy Services	Radiology	Neurology	Gastroenterology Services
Deployment Health	Acupuncture		

PATIENT- AND FAMILY- CENTERED CARE (PFCC)

The PFCC initiative is committed to strengthening the partnership between our providers, patients, and their family members. We implement changes to better serve our patients and families by ensuring that the family's perspective is considered when developing policies & programs, as well as in the delivery of care. Anyone interested in serving on the Advisory Council or hospital committee should contact us at (719) 526-7733. PFCC provides medical and consumer health information to the Fort Carson community. The Center supports informed health care decisions and promotes wellness. It provides a comfortable, family centered environment where patients and families have access to reliable patient educational resource materials. Our services are free and confidential. We are located in room 1025, across from the Coffee Shop/Cart. Hours of operation: Monday-Friday, 0730 - 1530.

BEHAVIORAL HEALTH SERVICES

The Department of Behavioral Health (DBH) consists of four services: Psychiatry, Psychology, Community Behavioral Health, and Social Work Services/Family Advocacy Program. The mission of the DBH is to provide quality behavioral health services to the community served by Evans Army Community Hospital (EACH). This includes assessment and treatment services for active duty service members during normal duty hours; 0730 to 1700, Monday-Friday. Patients experiencing after-hours behavioral health crises are evaluated through the EACH Emergency Department. DBH offers individual, marriage, family and group therapies along with an Intensive Outpatient Program. Call 526-7155 for additional information as necessary. **The Suicide Prevention Hotline Number is 1-800-273-TALK.** Access to Behavioral Health Services: The principal focus and mission of EACH's Department of Behavioral Health is to serve active duty personnel. Other beneficiary categories are serviced through

the local network and NO referrals are needed for the first eight visits per fiscal year within our medical treatment facility for visits with the following providers: Psychiatrist, Clinical Psychologist, Certified Psychiatric Nurse Specialist, Clinical Social Worker, and/or a Certified Marriage & Family Therapist. To find a participating provider, go to www.triwest.com, click “Provider”, then “Specialty Behavioral Health” and then select a provider. Military active duty personnel must always have a referral from their Primary Care Manager or DBH provider in order to receive treatment by a Network Provider. Military OneSource offers short-term, non-medical counseling options to active duty, Guard, and Reserve members and their families. Each eligible service member or family member may receive up to 12 sessions, per issue, per counselor at no cost.

WARRIOR TRANSITION UNIT (WTU)

In the summer of 2007, the Army Medical Action Plan was created to help develop solutions to improve processes and procedures for providing care to ill and injured Soldiers at Army and VA medical treatment facilities. At the heart of the WTU, and the system’s success, is a “triad of care”. The triad is comprised of a squad leader, nurse case manager, and a primary care physician. The primary care physician oversees care, which can be complex, given the multiple issues experienced by some Soldiers. The triad of care creates the familiar environment of a military unit and surrounds the Soldier and family with comprehensive care and support, all focused on the wounded warrior’s sole mission to heal and transition. Headquarters of the Warrior Transition Battalion on Fort Carson is located at 5889 Barkley Avenue (Building 1161). Primary contact numbers for the WTU Ombudsman hotline are 719-524-0988, 524-0044, and 244-0094.

YOUR HEALTH CARE TEAM

Your physician, podiatrist, chiropractor, nurse midwife, nurse practitioner, physician’s assistant, or licensed independent practitioner has primary responsibility for your treatment while you are here as a patient. All tests, medications, treatments and consultations with other specialists and the hospital’s staff are ordered by your health care team.

A staff of professional nurses works with your physician to plan and provide your nursing care. In addition to your physicians and nurses, many other health care specialists such as technicians, therapists, pharmacists, dietitians, case managers and other professional staff will participate in your individual care plan. Additionally, personnel in areas such as purchasing, environmental services and engineering are busy behind the scenes working for your comfort and safety.

PATIENT RIGHTS

While you are a patient at our hospital, we want you to know what to expect from us and what we can do to help you and your family.

As a patient and/or surrogate decision maker, you have the right to:

- Be informed of the right to care that is respectful, recognizes dignity and is private to the extent possible.
- Receive considerate and respectful care based on your cultural, psychosocial, spiritual, personal values, beliefs, and preferences.
- Privacy and confidentiality.
- Receive care in a clean and safe environment, free from unnecessary restraints.
- Be well informed about your health and care.
- Participate in your care plan.
- Consent or decline treatment.
- Receive information in the language you understand or to have information interpreted.
- Know the names and experience level of those providing your care.
- Have the family involved in making informed decisions based on information provided regarding risk, benefits, and alternatives, with the patient or the surrogate decision maker's permission.
- File a complaint without being subject to recrimination, reprisal, coercion, or unreasonable interpretation of care, treatment, or services. If the above concerns are not addressed, you may contact The Joint Commission.
- Appropriate assessment and management of pain.
- Pastoral and other spiritual services.
- Consent or decline participation in research studies.
- Have medical records maintained in confidence.
- Access information in your medical records, and may ask for an accounting disclosure if your information has been released.
- Contact the Patient Advocate by directly calling 526-7225 or calling the hospital operator at 526-7000.
- Be informed prior to the initiation of billing procedures.



PATIENT RESPONSIBILITIES

As a patient, your responsibilities include:


- Provide information about your health, including past illnesses, hospital stays and use of medicine.
- Inform staff when translation is required.
- Ask questions when you do not understand information or instructions regarding care or services.
- Tell your physician if you believe you cannot follow through with your plan of care or course of services.
- Accept consequences for outcomes when choosing not to follow plan, care or services.
- Be considerate of other patients, staff and the hospital personnel.


CONCERN/ SUGGESTION/ GRIEVANCE PROCESS

The hospital has a well defined process to address your concerns. All of the hospital staff are available and empowered to listen to your comments and take the necessary steps to resolve any issues you may

have regarding your hospital experience. We encourage you to speak to members of your health care team or their supervisor about any issues you may have. A patient advocate can be reached by dialing 526-7225. Another option is to complete and submit  ICE (Interactive Customer Evaluation) comment card. These are green cards available in every  clinic.

RIGHTS AND SERVICES FOR THE DISABLED

Evans Army Community Hospital continually strives to meet the requirements of the Americans with Disabilities Act (ADA) regarding the rights of all disabled individuals. If you or a visitor encounter any physical or communication barrier in the hospital or believe you have been denied access because of your disability , please call 526-7225. The hospital can provide you with assistive devices including:



- Audio  listening materials
- Phone amplifiers on all telephones

Tell your nurse if you need assistive devices or services.

PATIENT ADVOCATE OFFICE

The Patient Advocate Office offers the following services: wheelchairs while visiting the hospital; pharmacy stickers on ID for hearing impaired patients; authorizations to pick up medications; referral tracking; acting as Debt Collection Assistance Officers (DCAO) to assist with debt collection due to unpaid medical bills; complaint and concern resolution; appointment coordination; beneficiary counseling for TRICARE, TRICARE for Life, TICARE Reserve Select, Transitional Assistance Medical Program and MEDICARE patients; deployment and reintegration benefit briefings to Soldiers (Active Duty and National Guard and Reserve,) and retirees and their **families**. This office can provide general information about all hospital activities and assist with meeting all patient needs as required.

PATIENT CONFIDENTIALITY

In order to comply with Army Regulation 40-66, Medical Record Administration and Health Care Documentation, the Health Insurance Portability & Accountability Act (HIPAA) and out of respect for our patients and their families, the release of patient health information is very limited. Family and friends may obtain limited information by calling the Admission's Office desk at 526-7287. Calls from **family** and friends may be transferred to your unit. We advise patients to provide friends and **family** members their room number and unit name, thus allowing the operator to transfer calls directly to you. You may receive flowers  or mail during hospitalization. Notice of privacy protection is available in all outpatient clinical areas.  The Evans Army Community Hospital Privacy Officer can be reached at 526-7046.

STANDARD AND TRANSMISSION BASED PRECAUTIONS

The clinics and wards have a separate handout describing our infection control procedures related to Standard and Transmission Based Precautions. Please ask for it if you don't see it and are interested in the information.

PREVENTING INFECTIONS IN THE HOSPITAL

What you as a patient can do:

Infections can occur after many types of medical procedures. This is particularly true if you are having surgery. There are several things you can do to help protect yourself from infections in the hospital.

Hand Hygiene

- Protect yourself by asking your nurse and provider (anyone who cares for you) if they washed or used alcohol hand based sanitizer on their hands before caring for you.

Planning ahead for surgery (if applicable)

- Don't be afraid to ask questions about your care so that you may fully understand your treatment plan and expected outcomes. You and your family/friends will be able to better facilitate your recovery.
- If you have diabetes, be sure that you and your doctor discuss the best way to control your blood sugar before, during, and after your hospital stay. High blood sugar increases the risk of infection noticeably.
- If you are overweight, losing weight will reduce the risk of infection following surgery.
- Wash your hands carefully after handling any type of soiled material.
- If you are a smoker, you should consider a smoking cessation program. This will reduce the chance of developing a lung infection while in the hospital and may also improve your healing abilities following surgery.

While in the hospital following surgery

- If you have an intravenous catheter, keep the skin around the dressing clean and dry. Tell your nurse promptly if you notice any of the following: a loose or wet dressing, pain, redness, or swelling.
- Likewise, if you have a dressing on a wound, let your nurse know promptly if it works loose or gets wet.
- If you have any type of catheter or drainage tube, let your nurse know promptly if it becomes loose or dislodged.

SAFETY

- While in bed, we suggest you keep the top two side rails raised to prevent rolling out while asleep or sedated and to help you get out of bed. The side rails are for your protection because hospital beds are generally higher than beds at home. Do not try to lower or climb over your bed rails.
- If at any time you have a concern about your safety, please notify your nurse.
- Check with your nurse before using any electrical appliances. Only appliances with three-pronged plugs may be used in patient areas and all appliances need to be approved by your nursing staff before use and require a UL (Underwriters Lab) label.
- As part of the hospital's safety program, regular fire drills and tests of our alarm system are conducted. When the fire alarm system is activated, some doors will close automatically. In the event of an actual emergency, directions and assistance will be provided.
- Children visiting their family and friends must be closely supervised by their parent or guardian at all times.

- Only children with scheduled appointments should be brought to outpatient clinics. Please call ahead to the individual clinic area for exceptions to this policy.

TIPS TO AVOID A FALL DURING YOUR STAY

Illness and/ or medicines can affect your ability to move and can put you at risk for falls. To avoid a fall while in the hospital, please follow these suggestions from our nursing staff.

ALWAYS:

- Wear non-skid footwear and walk slowly.
- Wear your eyeglasses.
- Use your cane, walker or other personal assistance devices.
- Plan regular trips to the toilet to avoid the need to rush.
- Ask for help getting out of bed if you feel weak, dizzy or light-headed.
- Don't be afraid to ask for help, advice, or sufficient pain medications.
- Ask to have your bedside table, telephone, and call bell/ light within your reach.
- Call the nursing staff if there is a spill on the floor.
- Keep the night light turned on in your room.

PERSONAL PROPERTY AND MEDICATIONS

Please take advantage of the hospital safe to store your valuables. Ask your nurse for assistance. Even in the safest of places, theft can sometimes occur. The hospital cannot be responsible for the loss of money, jewelry, or other valuables left in your room. Immediately notify security at 526-7655 if a theft occurs or call the hospital operator. We strongly encourage patients to leave valuables at home since all jewelry must be removed for surgery. When not in use, store dentures, eyeglasses and hearing aids in the tray of your bedside table; not on your food tray. To avoid accidental disposal, dentures should be placed in a labeled denture cup. Please leave your personal medications at home. Exceptions to our medicine policy will be made on an individual basis. The hospital safe is located in the Treasurer's office.

LOST AND FOUND

To report a lost or found item, advise your nurse or call Hospital Security (room 2520) at 526-7951. You may also check in the Patient Advocate Office (room 1011) 526-7225 or the Complaints Office (room 1031) 526-7386 or 526-7412 for any lost or found items.

SECURITY

In the interest of personal safety, all exterior public building entrances are locked when visiting hours end. Entrances are secured starting at 1800 until 0630 M-F. To enter the hospital after hours, use the West entrance of the hospital.

FIREARMS AND WEAPONS

Firearms and weapons, including those regulated or authorized by a permit, are prohibited. Only personnel performing law enforcement or security duties may carry firearms within the facility. Such personnel are authorized firearms only when on duty and in connection with official duty.

ROOM ASSIGNMENT

Most of the rooms at Evans Army Community Hospital are semiprivate (two beds), although we do have a limited number of private rooms, and four bed rooms. While every effort will be made to arrange for your preference, private rooms are assured as conditions warrant. A request for a private room should be made through your nurse.

TELEPHONE INSTRUCTIONS

Local telephone services are provided for each patient at no charge. The number is listed on the telephone. Family members or friends can call you directly if you provide them your phone number. To help ensure a patient's rest, incoming calls to patient rooms are restricted from 2100 until 0730. To place **local calls**, dial 99; then dial the desired phone number.

Cell Phones/ Camera Phones: Limit use of cell phones and cell cameras due to equipment frequency conflicts as well as to protect against patient privacy.

TELEVISION – YOUR CABLE SELECTION:

3 FOX	20 C-SPAN	36 VH1	52 SPEED	70 FX
4 WB	21 EDCH	37 AMC	53 G4 Tech TV	71 GOLF
5 NBC	22 New Born Channel	38 SCI-FI	54 WE	72 GAME
6 WGN	23 New Born SPAN	39 ABC FAM	55 FOOD	73 FSN
8 PBS	24 ESPN 2	40 Weather	56 MTV	74 MSNBC
9 GOVACC	25 ESPN	41 CMT	57 GAC	77 EVANS Channel
10 GOVACC	26 LIFETIME	42 USA	58 SOAP	
11 CBS	27 CNN HLN	43 E!	59 DISNEY	
12 HSN	28 A & E	44 HISTORY	60 NICK	
13 ABC	29 DSC	45 COMEDY	61 TBS	

PATIENT EDUCATION


The Lane Medical Library offers a variety of health related videos and educational reading materials for patients and family members. Library hours are Monday through Friday from 0800-1600. A variety of health topics and newborn care programs are also available on closed – circuit television offered on the hospital's cable network. These programs augment what nurses teach patients on a one – to – one basis. We also have a Patient Education page on our website with a very broad choice of information resources. Ask your nurse for more information.

LIBRARY CART The library/ craft cart located in the Red Cross Office is a lending library that provides patients with a wide choice of reading materials and small craft items. Volunteers operating the cart make rounds on Tuesdays and Thursdays.



PATIENT DINING

At Evans Army Community Hospital, we offer a restaurant style dining experience for our patients, which is similar to ordering hotel room service. Our Nutrition Care Division is committed to providing you with high quality meals of your choice, in a timely manner, at the appropriate temperature and delivered by one of our personable nutrition care employees. Menus are available at your bedside and include a variety of healthy food choices. In addition to the usual fare, we offer a special entrée, vegetable, and soup of the day. Order call-in hours are 0600-0700 for the breakfast meal; 1000-1130 for lunch; and 1530-1630 for dinner. Meals are served at 0700-0800 (breakfast), 1150-1245 (lunch), and 1630-1730 (dinner). Simply call 526-7222 from your bedside phone and place your meal order with one of our experienced dietetic technicians. You may order one meal at a time or up to three meals in a row. Guest trays are available for a fee for relatives/friends caring for patient. Please notify the nursing staff. We hope you will enjoy your hospital dining experience. Let us know if there is anything else we can do to increase your satisfaction with our hospital dining. Snacks are available to patients requiring additional nutritional demands.

VISITOR FOOD SERVICE

The hospital dining facility, located on the first floor west is open to patients, visitors and staff and provides a full range of meals. The hours are 0600-1000 (breakfast), 1100-1400 (lunch), and 1600-1730 (dinner) on weekdays. Holiday and weekend hours are 0630-0800 (breakfast), 1130-1300 (lunch), and 1600-1730 (dinner). A Grab and Go, located on the second floor walkway, is available Monday—Friday from 0700-1300 (breakfast and lunch items). An additional Grab and Go is located on the first floor at the Soldier Family Care Center. It is open Monday-Friday from 0700-1400. Vending machines with soft drinks and snacks also are available outside the dining facility.  are only able to accept cash for meal items purchased in the dining facility.

FOOD SAFETY GUIDELINES

The hospital's Food Services Department of Nutrition Care Division prepares meals for patients under strict sanitary conditions to  ensure food served to patients is safe. We will strive to accommodate your individual dietary  preferences with food prepared by the Food Services Department. If you feel your dietary needs are not being met, you can always ask to speak with a dietitian. Bringing in food from outside the hospital is highly discouraged because many patients are on special diets and foods from outside the hospital may not be appropriate for some diets. Food products brought in for patients need to adhere to hospital infection control policies.

MAIL

Evans mail staff will personally deliver your mail to your bedside. Our Mail and Distribution phone number is 526-7216. Also for your convenience, located just inside the hospital's west entrance is a US Postal Mailbox that may be used for outgoing mail.

GIFT SHOP – THE CORNUCOPIA

Located near the west entrance is the Cornucopia, our candy and gift shop. The gift shop has plants and flowers available for purchase. The hours of operations are Monday—Friday; 0900 to 1500. The store is closed on weekends. Phone number is 576-3875. The Cornucopia accepts cash and credit.

☞ COFFEE SHOP

Freedom Grounds Coffee Shop offers a wide variety of hot and cold flavored beverages. The coffee shop is located in the central mall across from the Family Centered Care Office. Hours of operation are Monday— Friday: 0630-1100. Shop closed on weekends. Freedom Grounds Coffee Shop accepts cash.

ATM AND CHANGE MACHINE

There is an ATM and a change machine located near the west entrance of the hospital, right outside the Dining Facility.

INTERPRETIVE/ TRANSLATION SERVICES

Interpretive services for sign language and foreign language translation are available at no cost and can be arranged through your healthcare team. Please ask for this assistance if necessary.

SPIRITUAL CARE

Chaplains

Chaplains are available to all patients and their families in need of spiritual care, counseling and pastoral visitation. Chaplains try to make routine pastoral visits to all patients both to introduce the availability of spiritual care and to determine if there are any spiritual or emotional needs with which they can assist. Our chaplains are trained in special hospital ministry and are a vital part of our health care team. Communion and anointing of the sick are available upon request. The chaplain can be reached at 526-7386/7412 or through the hospital operator (526-7000). For emergencies, chaplains (Catholic and Protestant) are available 24 hours a day, 7 days a week. We have a Catholic Priest contracted for ministry available Tuesdays, Thursdays, and the 1st Friday of each month.

Counseling and guidance is available during the duty day in the Department of Ministry and Pastoral Care offices, located next to the Chapel on the first floor. If you are unable to come to the office, a chaplain can visit you in your room or talk to you on the telephone. After duty hours the post “On-Call,” chaplain is available through the ☞ EOC (Fort Carson Emergency Operations Center) 526-3400 or 526-5500. Religious and “Self Help,” literature is available outside the chapel doors, and is free for the taking. ☞ Books are available in every patient room for your use, or you may request a copy from the Chapel ☞ Office. Other “Books of Faith,” (Islam, Jewish, etc.) are also available upon request.

Chapel and Services

Healer Chapel is located on the first floor of the hospital near Patient Administration (admitting). As a part of the chapel, a “Blessed Sacrament Chapel,” is located off the left side of the main chapel. Either chapel is available for quiet moments, prayer and meditation, and is open 24 hours a day. A Prayer Box is located in the rear of the main chapel, and prayer requests can be made at any time;

cards are removed daily and shared with the ministry team. Worship services are offered regularly every week:

- Catholic Mass Tuesdays, Thursdays, and 1st Friday of each month at 1200 and Sunday at 1100
- Protestant Services Sunday at 0900

Religious Freedom: Under the United States Constitution and Title 10, USC, you have the right of religious freedom. Each patient has a right to have his or her cultural, psychosocial, spiritual, and personal values, beliefs, and preferences respected. This includes the right to ask for a chaplain visit, prayer, anointing, etc.; and the right to have your own religious leader (i.e. pastor, rabbi, etc.) contacted to visit you. The chapel facilities for prayer and meditation (open 24/7) are located on the first floor east side.

Bereavement Room

A “Comfort Room,” bereavement room is located on the second floor room 2901 to the left of the crossover bridge from the clinic side. This room is specially designed for those in grief, either over the loss of a loved one, or having received difficult news. Keys for the “Comfort Room,” are available from the Administrative Officer on Duty (AOD) and certain departments (Labor and Delivery, ED, ICU, and the Chaplain’s Office). The room contains a phone, literature, etc.

ADVANCE DIRECTIVES


As a legally competent adult, you have the right to be involved in decisions about your care. Your physician will provide an explanation of your illness, treatment options and the possible outcomes. He or she will answer your questions and make recommendations regarding your medical treatment. We encourage you to discuss your condition and your choices for treatment with your family or others who are close to you.

You may have heard the term “Living Will”. A Living Will or Advance Directive allows you to make known your specific preferences about the type of medical care you would want if you were terminally ill or suddenly incapacitated. Some of the issues to consider are life support measures, resuscitation efforts, nourishment procedures and other matters. Federal law requires that you are informed of your right to make these decisions, and therefore, at the time of admission you will be given information that will explain the concept of advance directives. If you have an Advance Directive, please bring a copy with you to have it placed in your Outpatient Record.

The three kinds of advance medical directives recognized in Colorado are as follows:

- Living Will – A document you sign telling your physician not to use artificial life support measures if you become terminally ill.
- Medical Durable Power of Attorney – A document that identifies a person you name who will make decisions for you if you become unable to make them yourself.
- CPR (Cardiopulmonary Resuscitation) Directive – An order that allows you to refuse resuscitation if you stop breathing on your own or if your heart stops.

It is not necessary for you to have any advance directives in order for you to receive care and treatment. Should you want to create an Advance Directive, contact your nurse. For more information about, or to create an advance directive, please contact the Carson Legal Assistance Office at 526-5572 or Admissions/Disposition Office at 526-7287/7288. You will be asked during the admission process if you

are interested in being an organ donor. Nursing personnel have the contact information for The Donor Alliance,  current Organ Procurement Organization (OPO), should the need arise. The OPO's contact information is (303)321-0060 or 1-(800)448-4644.

ETHICS CONSULTATION

Many of today's health care decisions are very complex. They deal with questions of life and death and the quality of life. Such decisions may be complicated if the patient is not able to make his or her wishes known at the time decisions must be made. Family members who have responsibility for such decisions may be confused about the effects of their decisions. The Hospital's Ethics Committee provides consultation services to help a patient or family deal with such concerns. This team assists patients, **families** and hospital staff in talking about an appropriate plan of care. The role of the Ethics Committee is advisory only; the team does not judge or make decisions. None of the parties involved are bound by the suggestions or opinions discussed at the Ethics consultation meeting. The consultation is intended to help clarify issues for those involved and to help them move on in making decisions. Anyone directly involved with a patient can seek a consultation on the patient's behalf. This includes the patient, family members, physicians, the nurses caring for the patient and other members of the patient's health care team. You may contact a member of the Hospital's Ethics Consult Team, by dialing the Patient Advocate Office at 526-7225 or the Chaplain's Office at 526-7386.

OUR LOCATION & PARKING

Evans Army Community Hospital is located at 1650 Cochrane Circle (building 7500) on the south side of Fort Carson. The easiest way to drive to the hospital is to enter through Gate 5 on the west side of post on Highway 115, which is up the hill (heading south) from Gate 1. As you drive on post you will see a large brick hospital to your right. Patient only parking is located on the west (mountain side) of the hospital as well as the north and east side. **(See attached diagram, page 20)**. Expectant mothers and disabled parking is located on the east and west sides of the hospital adjacent to the building (designated parking pass required).

SOLDIER FAMILY CARE CENTER – (SFCC)(Located on the East side of the hospital)

First Floor SFCC

The first floor may be accessed directly through the main entrance found on the east side of the hospital. Alternatively, the west entrance of the SFCC (2nd floor SFCC, 1st floor Evans) that connects directly to the east entrance of Evans can be used to reach the first floor by taking the stairs or elevator. The clinics/functions located there are as follows: Dental Clinic 2, Release of Information, Out-Patient Records, Social Work Services, Lab, and Pharmacy.


Second Floor SFCC


The second floor may be accessed directly from the west entrance of the SFCC (2nd floor SFCC, 1st floor Evans). Alternatively, access to this floor can be achieved from the east main entrance of the SFCC (1st floor) and going to the 2nd floor using the stairs or elevators. The clinics there are as follows: Pediatrics and Family Medicine Clinics.

Third Floor SFCC

The third floor can only be accessed via stairway or elevator; there is no direct access from any entrance. The clinics there are as follows: Orthopedics, Podiatry, Orthopedic Radiology, Physical Therapy, Occupational Therapy, Chiropractics, and Acupuncture.

PREMIER ARMY HEALTH CLINIC – (PAHC)

This is an off-site clinic created for active duty beneficiaries and retirees. The clinic provides access to primary care as well as ancillary services for  patients enrolled to PAHC to both free up space at Evans Army Community Hospital and provide health care at a location that is convenient for the patient.

Additional Services include:  OB/Women's Health, Radiology, Lab and Pharmacy.

VISITING HOURS

General visiting hours are 1100 to 2000 everyday. However, please check with your nurse as hours can vary depending on your medical unit. In consideration of other patients, visitors may be limited to two visitors in the patient's room. If you do not feel up to having company, ask the nurses to restrict your visitors.

DISCHARGE ARRANGEMENTS

Your physician will determine your discharge date and will write a discharge order. Your physician or nurse may request case management services during your stay and for your discharge. You and/or your family may also contact the Case Management Department at 526-7728 or 526-4952 to request help arranging post-hospital services. When you are ready to leave the hospital, you will be accompanied to the lobby by a staff member. All patients must discharge from the Admissions and Dispositions desk before leaving the hospital.

FINANCIAL AND INSURANCE INFORMATION

If you have hospitalization insurance, please bring your identification cards with you at time of registration. As a courtesy, the hospital will bill your insurance company for you. You may be asked to pay a subsistence fee, if applicable, at the time of discharge. Payments may be paid at the Treasurer's Office on the first floor. Hours for the Treasurer's Office are Monday — Friday from 0700 to 1500. After hours and weekends, please call the Treasurer's Office the next business day at 526-7769.

TRICARE INFORMATION

Evans Army Community Hospital is located in the TRICARE West Region and supported by the TRICARE Regional Office — West (TRI-West). TriWest Healthcare Alliance (www.TriWest.com) is the TRICARE Contractor for the West Region. If you are moving to Fort Carson from another region and plan to continue to use TRICARE Prime as your health care benefit, you must change your TRICARE enrollment. This is known as "portability." The changes to your enrollment should occur within 30 days of your arrival to Fort Carson. You can enroll at any TRICARE Service Center.

TriWest has two TRICARE Service Centers (TSCs) located on Fort Carson to serve you during regular duty hours. One is within Evans Army Community Hospital in Suite 2064; walk in only. The other is located in the Fort Carson Welcome Center. The status of referrals and authorizations is also

available by calling 1-888- TRIWEST (1-888-874-9378), choosing option #2 and following the voice prompt by stating “authorizations” into the automated telephone answering system.

To schedule an appointment, call 1-719-457-2273. In addition to calling to schedule an appointment with a military facility CM, you can use the internet, by registering with: www.tricareonline.com.

Enrollment of newborn babies: Parents have 60 days from the child’s birth to have the child enrolled in DEERS (Defense Enrollment Eligibility Reporting System) and then TRICARE Prime. For the first 60 days of life, the baby is considered TRICARE Prime as long as one family member or active duty parent is enrolled in TRICARE Prime. In order to avoid costly healthcare, parents must obtain their child’s birth certificate and Social Security Number as soon as possible. Upon receiving the birth certificate the sponsor must enroll the child in DEERS by going to the DEERS office (bldg. 1039 O’Connell Blvd., Tel. 524-3704.) If the Social Security Number is not received by the time the sponsor is enrolling the child in DEERS, DEERS will use a temporary number to get the child enrolled. It is the sponsor’s responsibility to update DEERS with the new Social Security Number as soon as it is received. When the DEERS enrollment is done, the child can then be enrolled in TRICARE Prime. Call 1-888-TRIWEST (1-888-874- 9378), choosing option #2, for any questions you may have about your healthcare.

DEPLOYMENT HEALTH


The Department of Deployment Health (DDH) consists of Audiology, Behavioral Health (BH), Traumatic Brain Injury (TBI), Dental, Immunizations, Laboratory, Provider, Optometry, Medical Start and Final, and Automated Neuropsychological Assessment Metrics (ANAM). We process all issues related to Deployment Cycle Support. Pre and Post Health Assessments, DD2795 and DD2796 respectively, are done as an integral part of Soldier Readiness Processing (SRP), within 60 to 90 days immediately prior to deployment and within 7 days post deployment. Post Deployment Health Reassessments (PDHRA), DD2900, is completed 90 to 180 days post deployment. The Periodic Health Assessment (PHA), health maintenance and fitness for duty assessment is evaluated every time a Soldier processes through the facility. All In-Processing and Out-Processing Soldiers are required to process through the DDH. All processes have been expanded to have the capacity for comprehensive evaluations in BH, TBI, hearing, vision, prevention, risk, and wellness. All processes are multidisciplinary involving the assessment of physical and mental well being take place within building 1042. Please feel free to contact us at 719-524-5593, (Medical Operations Asst) or 719-524-5591, (Office Automation Asst.)

IMPORTANT TELEPHONE NUMBERS

Note: If you are calling from inside the hospital, all phone numbers with the prefix “526” or “524” need to dial the entire phone number.

Acupuncture	526-7834
Admissions & Dispositions	526-7827 or 526-7288
Allergy Clinic	526-7451
American Red Cross	526-7144
Appointments	719-457-2273
Behavioral Health	526-7155
Birth Registration	526-7278
Cancer/ Tumor Registry	526-7488
Cardiology	526-7774
Chaplain’s Office	526-7386 or 526-7412
Chiropractic Clinic	526-7834
Correspondence/ Release of Information	503-7012 or 526-7322
Coumadin Clinic	526-7160
Dermatology Clinic	526-7185
Dietician	526-7290
Dining Facility	526-7972
DiRaimondo Family Medicine Clinic	524-2047
DiRaimondo South	524-2738
Disease Management	526-7022
EENT (Eye, Ear, Nose & Throat) Clinic	526-7450
Evans Family Medicine Clinic	524-4068
Emergency Department	526-7111
Gastroenterology	526-7453
General Surgery Clinic	524-4166
Immunizations Adult	526-7451
Immunizations Peds	526-7860
Internal Medicine Clinic	526-7160
Laboratory	526-7900
Lost and Found	526-7951
Mail Room	526-7216
Medical Management	524-5008
Medical Library	526-7286
OB/GYN Appointments	526-7172
Occupational Health	526-2939
Operator	526-7000
Orthopedic Clinic	526-7440
Patient Advocate Office	526-7225

IMPORTANT PHONE NUMBERS CONTINUED

Patient & Family Centered Care	526-7733
Pediatric Clinic	526-7653
Pharmacy Services	526-7410
Physical Therapy	526-7120
Premier Army Health Clinic	524-7601
Preventive Medicine Clinic	526-2939
Radiology – X Ray	526-7300
Referral Management	526-7280
Refill Pharmacy Toll Free	1-888-745-6427
Robinson Family Medicine Clinic	524-4142
Social Work Services	526-4585
Third Party Collections	526-7700
Treasurer	526-7769
TRIWEST	1-888-874-9378
Urology Clinic	526-7115
Warrior Family Medicine Clinic	526-9277
Warrior Transition Unit (WTU)	526-1546
WTU Social Work Services Bldg	526-8987
Warrior Recovery Center/ Neurology	526-4911
Warrior Recovery Rehabilitation	526-3286
 Business Center Bldg 1526	526-3887

Patient Parking: Patients can park in lot A at the west entrance of the main hospital as well as parking lot F on the Northeast side and lot G located at the east entrance. Parking lot F & G are designated for patients with appointments in the SFCC (Sawyer Family Care Center).



