



Patient Guide

Tips and Resources for Your Stay

TAKE THIS **FREE COPY** HOME WITH YOU. BROUGHT TO YOU BY:

WP WHEELHOUSE
PUBLISHING



**Baxter Regional
Medical Center**

624 Hospital Drive, Mountain Home, Arkansas 72653 | (870) 508-1000 | baxterregional.org



Where you go for rehab therapy matters.

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We have experienced therapists, motivation from the staff and compassion for your short-and long-term recovery goals. Our therapists use innovative HUR equipment and warm water therapy so you get muscle strengthening with no impact on your joints. Our safety commitment includes all CDC guidelines so you can feel safe here.



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*Baxter Regional
Medical Center*

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Baylor Regional
Medical Center
Rimona
Rimona Nicholson, BSN, RN, OCN
NURSING

RN
Certified
RN

Welcome to Baxter Regional Medical Center

Choosing a medical center is one of the most important, and personal, decisions anyone can make. All of us here at Baxter Regional Medical Center understand you have many options in health care today. We appreciate your decision to entrust us with your care.

Our entire staff, from the administration and physicians to the person greeting you at the door, has a commitment to your total satisfaction in the care you receive here at Baxter Regional. From our all-private rooms to the level of attentiveness and world-class care, everything we do is with your comfort in mind. Our caring staff is at your disposal and any questions or concerns may be directed to your physician or nurse. If we fail to meet your expectations for being treated with concern and respect, we want to know about it; please call 870-508-1018 to register your concern.

On behalf of every single member of the Baxter Regional team, we thank you for choosing us to care for you and yours.

We look forward to serving you.

Sincerely,



RON PETERSON

President/Chief Executive Officer
Baxter Regional Medical Center

Our Mission

To provide excellent care for every patient, every time.

Our Purpose

To preserve Baxter Regional Medical Center as a comprehensive, independent, community-driven health system in order to optimize access to quality healthcare for patients in the communities we serve.

Our Values

Baxter Regional Medical Center's values, which comprise the acronym, **I CARE**, are as follows:

Integrity - Consistently demonstrate honesty and sincerity.

Compassion - Portray care and empathy in all we say and do.

Accountability - Show responsibility and ownership of our actions.

Respect - Display a regard for life, dignity and uniqueness to all.

Excellence - Exceed expectations in all interactions with our team, our patients and their families.



Our Commitment To Care

Your TOTAL Satisfaction Is Our Goal

We understand that a hospital stay is a stressful time for a family. That's why we are committed to providing the best, most compassionate care available. There is no detail too small, no issue too minor — if it's important to you, we're going to do everything we can to meet that expectation to the best of our expertise.

We don't judge ourselves by our standards, but by yours, so please take the time to tell us how we are doing. There are several ways you can do this:

While You're Here

Your nurse or the nursing supervisor are available to address or escalate most questions or concerns. If the matter is still not resolved to your satisfaction, please contact the department head/patient care manager or the Patient Experience Specialist at (870) 508-5484. These resources are available to you during or after your stay. Finally, patients have the right to file a complaint with either:

Arkansas Department of Health

5800 W. 10th, Suite 400
Little Rock, AR 72204
501-661-2201

U.S. Department of Health and Human Services

200 Independence Ave., SW Room 509F,
HHH Building
Washington, D.C. 20201
1-800-368-1010
TDD: 1-800-537-7697
ocrportal.hhs.gov/ocr/portal/lobby.jsf

After Your Stay

We survey many of our former patients after they are discharged in order to get an idea of their experience with us. The information gathered via the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey is used to improve the level of care and services our hospital provides. Participation in the survey is completely voluntary, but we hope you will take the time to answer a few simple questions to let us know how we are performing. The survey looks at key areas of health care services such as:

- Communication with your doctors and nurses
- Discharge instructions including information about medicines
- Pain management information and practices
- Staff responsiveness and customer service
- Overall quality of experience

How We Stack Up

Hospital Compare is a government website that provides side-by-side comparisons of hospitals and health care systems, based on HCAHPS survey information. To view this information, please visit www.medicare.gov/hospitalcompare.

Did You Know?

Baxter Regional has been recognized by Arkansas Business as one of the Best Places to Work in Arkansas for two consecutive years (2019-2020). For more information, please visit www.arkansasbusiness.com.

Helpful Tips for Patients and Visitors

ATM

An ATM is located on the first floor near Patient Registration.

Birthdays and Anniversaries

Birthdays and anniversaries are important milestones and we'd love to celebrate while you are a patient here. Simply let your nurse know of the occasion and they will work with dietary personnel to prepare a surprise in honor of your special day.

Cafeteria

Location

First floor

Hours

Breakfast: 7 to 9 a.m.

Lunch: 11 a.m. to 1:30 p.m.

Dinner: 5 to 7 p.m. weekdays

The cafeteria is open seven days a week for family members and visitors. Please note that dinner is not available on weekends.

Calling Your Nurse

Help is as close as the button at your bedside. Should you require a nurse, simply press the button to alert the nurses station. Help will be on the way quickly.

Cellphones

Please be respectful of others by turning your cellphone to vibrate while you are in patient areas of the hospital. For the convenience of all, charging stations are available in the cafeteria and the waiting areas for the Cline Emergency Center, Women & Newborn Care Center and Main Lobby. Baxter Regional is not responsible for lost or damaged devices.

Coffee Bar

Location

First floor

Hours

Monday through Friday: 7 a.m. to 5 p.m.

Brewed Awakening offers specialty coffees, smoothies, fresh fruit and pastries.

Electrical Appliances

For safety reasons, electrical (plug-in) appliances are not permitted in patient rooms. These include, but are not limited to, hair dryers, portable heaters, DVD players, computers, radios, heating pads and other devices. Battery-operated devices are permitted on a case-by-case basis.

Fire Safety

Baxter Regional conducts regular fire alarm testing and drills to help maintain a state of readiness. If you hear an alarm, DO NOT LEAVE YOUR ROOM. If an actual emergency is in effect, hospital staff will advise you on what to do and where to go.

Firearms

Except for authorized security personnel and on-duty members of law enforcement, firearms are prohibited within the hospital.

Flowers

Baxter Regional Volunteers are responsible for delivering flowers and gifts to patient rooms. Friends and family members can also send free e-cards to patients via baxterregional.org.

Gift Shop

Pink-A-Dilly Gift Shop provides a variety of items including gifts, fresh flowers and other items for patients and visitors alike.

Hearing Impaired

For our patients who are deaf, nursing personnel will determine if the patient can satisfactorily communicate via writing. For patients who communicate via sign language, arrangements shall be made through a social worker to bring in a sign language interpreter. The patient's physician or other staff member shall be present for all medical translation.

Housekeeping

Patient rooms are cleaned daily by a member of housekeeping staff. If there is a concern with the level of housekeeping, please inform your nurse for the matter to be addressed.

Identification

Baxter Regional staff are required to wear identification badges on the upper part of the body where they are easily identified. All hospital volunteers wear yellow shirts and pink and white badges. Vendors, students and visiting clergy are also asked to wear badges identifying their role.

Interpreters

Direct communication between patients and their health care providers is essential to achieving positive outcomes. Baxter Regional provides a range of alternate communication tools for patients who need accommodation. These include qualified sign language

Here are some answers to our most frequently asked questions for you and your visitors while staying at Baxter Regional Medical Center.

interpreters, written information in alternate formats and free language services for patients whose primary language is other than English. Please call 870-508-7770 to access these services.

Lost and Found

If you have lost or found an item, please contact Security at 870-508-3600.

Mail

Incoming mail is delivered to patients' rooms by volunteers; any mail that arrives after discharge will be forwarded to patients' home address. Outgoing mail can be sent via the mailbox located at the rear entrance of the hospital between education and the cafeteria. Postage stamps may be purchased in the gift shop.

Maintenance

Maintenance personnel are available around the clock. If any part of the facility requires attention by maintenance, please forward the issue to a nurse who will contact the appropriate personnel.

Medicines

It is of the utmost importance that patients only take medicines as prescribed, filled and administered by hospital staff. Tell your physician about any medicines you currently take; if it is necessary for you to take them while you are here, hospital staff will administer them to you. DO NOT take prescription or over-the-counter medicines from home on your own.

Newspaper

Each patient receives a complimentary copy of *The Baxter Bulletin* Monday through Saturday. The paper is delivered via volunteers directly to patient rooms.

Oxygen

Special restrictions are in place for patients who require oxygen. Electrically operated equipment and aerosol products are prohibited in areas where oxygen is being administered.

Parking

Baxter Regional features free parking throughout the campus. All guests are reminded to lock and remove valuables from their vehicles.

Please note the following parking restrictions:

- Patients and visitors are asked not to park in spaces marked reserved.
- Parking in driveways at Employee and Guest Entrance, Main Entrance and Cline Emergency Center Entrance is prohibited, except for drop-off and pick-up.

Pastoral Care

The hospital chapel is located on the south end of the second floor; enter under the sign for the Cardiac Center on the left side of the hallway. To reach the chaplain, dial extension 7750.

Patient Meals

Each patient room contains a menu upon which is printed the breakfast, lunch and dinner items for each day of the week as well as alternate meal selections. If a patient does not order from the menu, the feature item will be delivered.

Missing a menu?

Please call extension 3333.

Food is prepared according to any and all dietary restrictions prescribed by your physician. Additional dietary restrictions such as vegetarian or religious preferences, may be requested by dialing extension 3333. Meal trays are delivered by Food Services personnel at the appointed meal times. Patients absent from their rooms during regular meals times may be served by doctor's order.

A supply of milk, juice, crackers and coffee is also maintained at the patient care unit to provide small snacks between meals as approved by your nurse.

Personal Belongings and Valuables

Personal care items (eyeglasses, contact lenses, hearing aids, etc.) should be kept in the bedside stand. Do not put them in the bed or on the food tray as they may become soiled, lost or damaged. Patients should not leave valuables (jewelry, cash, etc.) in their rooms; BRMC is not responsible for these items.

Public Restrooms

Public restrooms are located throughout the building for use by visitors. For the health and safety of all, visitors are prohibited from using patient restrooms.

Smoking

Per Arkansas state law, smoking is prohibited in hospitals. Patients and visitors are not allowed to smoke at any time, and patients are not allowed to leave the campus to smoke unless discharged by their

physician. The staff can provide alternatives to smoking (such as a nicotine patch) while as a patient at Baxter Regional, with physician approval.

All other individuals (family members, visitors, etc.) are prohibited from smoking while on or around hospital property.

Telephone

Each patient room features a telephone. To ensure all patients get sufficient rest — and in respect to all others in the unit — the following restrictions apply:

- Patients may receive calls between 7 a.m. and 10:30 p.m. Incoming calls later than 10:30 p.m. are automatically transferred to the nurses' station.
- Family members and/or nurses may request individual telephones be shut off.
- Long distance calls cannot be charged to your room.

To place a local call:

Dial 9, wait for dial tone and dial the number. Local calls may be placed at any time

To place a long distance call:

Dial 9, then 0 to reach an outside operator for assistance.

To reach directory assistance:

Local calls: 1-411

Within 870 area code:

1-870-555-1212

Outside 870 area code:

1 + area code + 555-1212

Out of state:

7 + area code + 555-1212

TV

Each patient room is equipped with a television, controlled by the bedside pillow speaker or side rail controls. Please be considerate of others in the medical unit by controlling volume and turning off the television at bedtime. Staff members can assist in turning on closed captioning or other functions of the TV. Channel listings are printed elsewhere in this booklet.

Vending Machines

Vending machines are located by most elevators and across the hall from cafeteria entrance. They are available 24 hours a day, seven days a week.

Wireless Internet

To access the hospital's wireless internet, choose "BRMC GUEST" on your device from available networks. Visit our website for useful content about the hospital, including services, clinics, MyBRMC Patient Portal, community events and more.

Your Room

Your room assignment is based upon your admitting diagnosis and availability at the time of your admission. Please speak to your nurse regarding issues with your room.



Visitor Information

Visiting Hours

General Hours:

Open visitation

Women & Newborn Care Center:

9 a.m. to 9 p.m.

Critical Care Units:

No visitation from 6 to 8 a.m. and 6 to 8 p.m.

Outside of these hours, open visitation for a person of the patient's choosing.

Baxter Regional Behavioral Health:

Monday through Friday:

1 to 2 p.m. and 6 to 7 p.m.

Saturday, Sunday and holidays:

1 to 3 p.m.

No children under age 12 allowed.

Out-of-Town Visitors

Accommodations for relatives and visitors from out of town are available at nearby motels.

Days Inn by Wyndham

1746 Highway 62E, B
870-565-4336

Holiday Inn Express

1005 Coley Drive
870-425-6200

Quality Inn & Suites

1031 Highland Circle
870-424-9000

Hampton Inn

995 Coley Dr
870-425-0344

The Mountain Home Area Chamber of Commerce has a complete listing of local lodging options. Call 870-425-5111, or visit enjoymountainhome.com for more information.

RV spots also are available on the Baxter Regional campus for a small fee. Please contact Security at 870-508-3600.

We understand the need for relatives and friends wanting to be present during the hospitalization of a loved one, whether for a brief visit or for companionship. Having these individuals near brings comfort and can help with the healing process, both during your stay and after you return home.

You not only have the right to visitors, but you have the right to choose which individuals may visit you from among family, friends, partners, personal care aides or other individuals. You may choose and prioritize visitors regardless of their gender or your relationship to the person.

You can also elect a support person who may be present throughout your stay, so long as that person's presence does not affect your health or the safety and rights of other patients. For questions regarding your visitation rights while a patient at Baxter Regional, please call 870-508-1470.

Visitor Guidelines

The patient may designate visitors to enjoy the same visitation privileges as family members, regardless of if the person meets the legal definition of a relative. Conversely, any visitor who adversely affects the healing of the patient or the health and healing of others may be restricted.

Visitor suggestions include:

- Do not visit if you are suffering from a cold, sore throat or other illness.
- Noise and disruptive behavior affects the healing environment for all, please maintain the proper behavior while on your visit.
- Inquire in advance before bringing outside items (food, drink, balloons, perfumes, etc.) as these may trigger allergies.
- Wash your hands before entering the patient rooms.
- Do not use restrooms in patient rooms. Guest restrooms are located throughout the hospital.
- All children must be supervised at all times.
- Dress appropriately, including shirt and shoes at all times.
- Visitors may be asked to leave the room during certain tests, medical procedures or consults with the patient's physician.

Visitor Meals

Guests may purchase meals from the menu book in the patient room for \$6 per meal. The guest's meal will be delivered at the same time as the patient meal; guests will pay for their meal upon delivery. Please note, Food Service personnel do not carry change.




































































You may order a guest tray at extension 3333 up to the following times for each meal:

BREAKFAST: Order by 6 a.m.

LUNCH: Order by 10:30 a.m.

DINNER: Order by 4 p.m.

TV Channel Listing

 2 EPG	 25 TBS	 48 NICK JR
 3 NBC	 26 FX	 49 TEEN NICK
 4 CNN	 27 MNT	 50 TV Land
 5 FOX	 28 Comedy Central	 51 Hallmark
 6 ESPN	 29 Lifetime	 52 CMT
 7 ESPNEWS	 30 AMC	 53 BET
 8 ESPNU	 31 TCM	 54 MTV
 9 ESPN 2	 32 WE TV	 55 MTV 2
 10 CBS	 33 ABC	 56 VH1
 11 FS1	 34 A&E	 57 OAN
 12 NBC SPORTS	 35 History	 58 C-SPAN
 13 EWTN	 36 National Geo	 59 C-SPAN 2
 14 HGTV	 37 Discovery	 60 CNBC
 15 CW	 38 TLC	 61 Fox Business
 16 Food Network	 39 Animal Planet	 62 Fox News
 17 E!	 40 Disney Junior	 63 ACCU Weather
 18 BRAVO	 41 Disney E	 64 Hillsong
 19 REELZ	 42 Disney W	 65 TCT
 20 HSN	 43 BabyFirst TV	 66 Impact
 21 PBS	 44 CNT E	 67 Hallmark Movie
 22 USA	 45 CNT W	 68 Pursuit
 23 SYFY	 46 NICK E	
 24 TNT	 47 NICK W	

Phone Directory

Acute Inpatient Rehabilitation 870-508-3300

Adult Behavioral Health Center 870-508-3400

Ambulance 911 or 870-508-1120

Baxter Regional Hospital Foundation 870-508-1770

CARTI 870-424-2200

Cline Emergency Center 870-508-1130

Community Paramedics 870-508-7475

Education 870-508-1760

Fairlamb Senior Health Clinic 870-508-3870

First Step Drug/Alcohol Program 870-508-7590

Hensley Senior Behavioral Health Center 870-508-6400

Home Health 870-435-7500

Hospice of the Ozarks 870-508-1771

Human Resources 870-508-1060

Intensive Care Unit 870-508-2400

Mobile Mammography Unit 870-425-2666 or 800-485-1745

Mruk Family Education Center on Aging 870-508-3880

Patient Financial Services 870-508-1080

Peitz Cancer Support House 870-508-CARE (2273)

Physician Referral 870-508-1001 or 800-695-DOCS (3627)

Preregistration/Pre-Surgery Testing 870-508-1875

Risk Management, Compliance and Privacy 870-508-1015

Rehabilitation Services 870-508-1560

Repell Diabetes Learning Center 870-508-1765

Schliemann Center for Women's Health Education 870-508-2345

Surgery Visitor Center 870-508-1820

Volunteer Services 870-508-1064

Women and Newborn Center 870-508-2300

Hospital Services

KEY NUMBERS

Main

870-508-1000

Billing

870-508-1080

Cafeteria

870-508-1530

Gift Shop

870-508-1063

Patient Information

870-508-1000

Phone Tip

Calling from **INSIDE** the hospital? Dial the last four digits only.

Find a Food Pantry Near You

BAXTER COUNTY

ASU-Mountain Home

Monday-Friday, 8am-5pm
1600 South College
Mountain Home, AR 72653
870-508-6100

Holy Cross Lutheran Church

Wednesday, 9-11a.m. and 1-3p.m.
48 Carnation Dr.
Mountain Home, AR 72653
870-492-6636

Mountain Home Food Basket

Monday - Saturday, 10-noon
1341 Eastside Center Court
Mountain Home, AR 72653
870-425-6902

New Life Bibleway

Monday, 1pm
225 County Road 241
Gamaliel, AR 72537
870-467-5390

Norfolk Community Care Program

Tuesday - Wednesday, 9:30am-noon
14215 Hwy 5
Norfolk, AR 72658
870-499-3223

Redeemer Lutheran Church

Wednesday, 10am-2pm
312 West N. St.
Mountain Home, AR 72653
870-725-6071

Salvation Army

Monday, Wednesday, and
Friday, 9am-noon and 1pm-3pm
Tuesday and Thursday, by appt. only
121 Hwy 201 N.
Mountain Home, AR 72653
870-424-5708

St. Andrew's Episcopal Church

Wednesday, 9am-noon
Thursday, 1pm-3pm
511 Coley Dr.
Mountain Home, AR 72653
870-425-3560

St. Vincent DePaul Society

Thursday, 10am-noon
221 Dyer St.
Mountain Home, AR 72653
870-424-0926

Threshold Ministries

Monday, 9am-noon
107 E. Main
Gassville, AR 72635
870-435-2577

BOONE COUNTY

FBC Valley Springs

2nd and 4th Tuesday, noon-4pm
4547 Hog Creek Road
Everton, AR 72601
870-429-5262

Good Neighbor Community Food Cupboard

Wednesday, 8:45-11:45am
320 Grand Ave.
Diamond City, AR 72630
870-754-5129

Mercy Mall of Harrison

Monday, 4:30-6:30pm
Thursday, 9am-2pm
804 Cottonwood Annex 3
Harrison, AR 72601
870-741-8658

Ozark Share and Care

Wednesday, 9am-noon
105 Hwy 62-65 N
Harrison, AR 72601
870-741-3130

Pete's Pantry

Monday-Friday, 8am-5pm
1515 Pioneer Dr
Harrison, AR 72601
870-391-3307

FULTON COUNTY

Agape Food Room

Thursday, 10am-1pm
144 Hwy 62 East
Salem, AR 72576
870-895-2455

Bryon Cumberland Presbyterian Church

Tuesday, 10am-noon
8636 Byron Road
Salem, AR 72576
870-371-2787

Shining Light Food Pantry

3rd Monday, 4-6pm
746 Hwy 63, Ste. 4
Mammoth Spring, AR 72554
417-293-1692

IZARD COUNTY

Calico Rock Community Care Program

1st and 3rd Saturday, 9-noon
322 West Hwy 56
Calico Rock, AR 72519
501-326-3992

Horseshoe Bend Food Outreach Mission

Wednesday, 9-12
Friday, 12:30-3pm
1005 First St.
Horseshoe Bend, AR 72512
870-751-0724

The **Food Bank of North Central Arkansas** wants to make sure that everyone who is food insecure is connected to an agency that can best serve them. Their agencies offer food assistance with dignity and respect to those in need.

Manna House

Thursday, 10am-2pm
40 S Lunen St.
Melbourne, AR 72556
870-368-7111

MARION COUNTY

Bull Shoals Food Pantry
Wednesday and Friday, 9-11am
3rd Saturday, 9-11am
1013 Lake Shore Drive
Bull Shoals, AR 72619
870-431-4338

Yellville Area Food Closet

Thursday, 8:30am-noon
2191 Hwy 62 East
Yellville, AR 72687
870-449-8797

NEWTON COUNTY

Newton County Christian Food Room
Monday, Wednesday, and
Friday, 10am-2pm
2nd Thursday, 10am-2pm
504 W Court St
Jasper, AR 72641
870-446-2066

Newton County Food Room

Wednesday and Friday,
9:30am-12:30pm
504 W Court St
Jasper, AR 72641
870-446-2066

SEARCY COUNTY

Leslie UMC Fishes/Loaves
Monday, 12:30-3pm
202 High St.
Leslie, AR 72645
870-447-6121

Ozark Christian Ministries

1st & 3rd Monday, 3-6pm
505 Hwy 27
Marshall, AR 72650
870-448-7512

Searcy Country Mobile

First Saturday, 8am-10am
515 Zack Road
Marshall, AR 72650
870-504-0964

Searcy County Rural Health Center, Inc.

1st and 3rd Saturday, 8am-noon
260 N. Church Street
St. Joe, AR 72675
870-365-9457

SHARP COUNTY

Ash Flat Church of Christ
2nd and 4th Wednesday, 10am-2pm
560 Ash Flat Dr.
Ash Flat, AR 72513
870-847-0183

**Cave City First Assembly of God
Food Pantry**

Monday and Thursday, 9am-noon
437 N. Main
Cave City, AR 72521
870-283-5770

FBC Ash Flat

2nd Saturday, 10am-noon
311 Crooked Oak Road
Ash Flat, AR 72513
870-710-1955

FBC Cherokee Village

Tuesday, 9am-12:45am
6 Iroquois Dr.
Cherokee Village, AR 72529
870-257-3112

Mission of Hope

Monday and Wednesday, 9am-noon
Tuesday and Thursday, 9am-2pm
3968 HWY 62/412
Hardy, AR 72542
870-856-5511

STONE COUNTY

Antioch Outreach Center Food Pantry
3rd Saturday, 8am-9am
1608 Hwy 9
Fox, AR 72051
870-213-7255

The Gathering Place

Monday-Thursday, 8am-5pm
Friday, by appointment only
5367 Meadow Creek Road
Fox, AR 72051
870-367-2014

Stone County Community Food Ministry

Wednesday and Thursday, 8:30am-noon
310 School Ave.
Mountain View, AR 72560
870-269-4101



HEALTHCARE FOR A LIFETIME

Since 1991

Edward L. White, M.D. | Michael E. Hodges, M.D.
 Cathy J. Clary, M.D. | Timothy McNamara, M.D.
 Deborah Leach, APRN | Debra Schulte, APRN
 Tanner Brannon, APRN

614 NORTH TOWN, MTN. HOME, AR 72653-3105
 (870) 425-3131 | NCAMEDICAL.COM



Baxter Retirement Village is fully licensed by the Arkansas Office of Long Term Care. Residents live independently in our apartments or studios. The Village is known for its excellent cooking and caring staff. Residents enjoy daily activities including music, trips, games, and celebrations.



870-424-3599 | Fax: 870-424-6808
 550 W. 6th St., Mtn. Home, AR 72653 | baxterretirementvillage.com

Your home is where our heart is.

As the only home health agency in the area backed by a regional medical center, Baxter Regional Home Health provides:

- Skilled Nursing Care
- Physical Therapy
- Occupational Therapy
- Speech Therapy
- Home Health Aides
- BRMC Home Health Telemonitoring
- Personal Emergency Response System
- Social Work



30 Ryan Road, Cotter | (870) 435-7500 | www.baxterregional.org
 PROUDLY SERVING BAXTER AND MARION COUNTIES SINCE 1979

* CMS data from Q1 2020. Medicare evaluates plans based on a 5-star rating system. Star ratings are calculated each quarter and may change from one quarter to the next.





Senior living means
sharing more time
with friends.

Many aspects of daily life have changed over the last year. You might have noticed your aging loved one is struggling to maintain their social life living at home alone. But at Elmcroft, we know the value of sharing a laugh, a story, or a cup of coffee with someone. It happens each day at our community.

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Take Control of Your Care

Your health care team revolves around you! Make sure you're doing your part to help us deliver excellent care.

Stay in Charge of Your Health

Q and A

Let's face it, health conditions can be very confusing. That's why it's important that you take the time to understand everything about your health care. Never feel self-conscious about asking questions of your doctor or nurse; part of why we're here is to make sure you understand what's going on at every step of your treatment.

To help us communicate more effectively, please let us know if:

- You prefer to speak a language other than English (even sign language).
- You require glasses, hearing aids or other devices to communicate with hospital staff.
- You prefer to hear, see or read health information (or some combination).
- You have any cultural, ethnic or religious-based special needs.
- You have a person or persons who can talk to the hospital staff on your behalf regarding your care and treatment directives.

Keys to Good Communication

Get It Explained

The medical field is full of jargon and technical terms which most people may need help to understand. If you hear a term that you don't understand, ask. We'll be happy to explain it to your satisfaction.

Repeat for Understanding

Once you hear something, repeat it back according to how you understood it. This is a good way to double-check your understanding by putting things in your own words.

Take Notes

Write down key facts and instructions to help refresh your memory. Don't be afraid to ask questions later based on your notes.

Know Your Health Care Team

With so many doctors, nurses and support personnel involved in your daily care, it's very important that patients take the time to make sure the right person is performing the right service. The following double-checks may feel repetitive at first, but they go a long way toward preventing errors.

Your health care team should always check your hospital-issued ID to ensure they are working on the right patient. Whenever a staffer enters your room to dispense medicine, transport you or perform any kind of procedure, state your name and birth date.

Ask to see the ID of everyone who comes into your room. If you do not see an ID badge, call the nurse immediately.

Lead the Team for Better Health

Take Control

You are the center of the team, in control of your own health. Make sure you know and understand what's happening and why regarding your treatment.

Double Check

Understand your treatments and medication. Always make sure you're getting the right attention from the right sources during your stay.

Know Your Medicines

Do you know the names of your medications? Do you understand what they are supposed to treat? Can you list how often you should take them?

Know Your Condition

How much do you know about your medical condition? What are the various treatment options?

Know Your Partners

Health care can be confusing, especially when we don't feel well. Select a trusted support person to help speak up for you and keep track of medication and follow up.

Know Your Rights

It's your body and your health. You know it best and you have a right to express what's going on, including questions and concerns. Speak up!

Know Your Next Step

Get good advice and recommendations when choosing additional health care services. Ask for credentials and only use providers who meet patient and quality standards. To learn more, please visit quality-check.org.

Five Effective Ways to Fight Infections

At Baxter Regional Medical Center, we spend a lot of time ensuring the cleanliness of our facility. But no hospital can eliminate 100 percent of germs, which is why it is important for patients to take certain steps to help prevent infections.

Here are five effective strategies:

Wash Your Hands

Turns out your mom was right all along! Your hands come into contact with a lot of surfaces, including items that are touched by others. Always wash your hands with soap and water (or an alcohol-based hand sanitizer) after touching objects or surfaces, before eating and after using the restroom to help kill germs. And not just a rinse, either — wash for 15 seconds, or about the time it takes to recite the alphabet.

Ask Others to Wash Their Hands

Hospital personnel are trained to wash their hands and/or wear gloves, but if you don't see them do this, there's no harm in reminding them. And, don't forget to ask visitors to wash their hands before making contact with you.

Cover that Sneeze

Sneeze or cough into tissues and immediately throw them away to help prevent the spread of germs. Avoid touching others. Ask the staff if a surgical mask would be a good idea as well.

Monitor Bandages and Assistive Devices

If a wound dressing becomes loose or wet, or a catheter or other drainage tube becomes loose or dislodged, notify a nurse. A simple change of dressing can head off big problems caused by an infection.

Keep Current on Vaccinations

Consult your nurse or physician regarding any missing vaccinations in your medical history.

Level of Pain

There's no area of care where you have more control and say-so than in communicating the level of pain you are experiencing. No one knows how much it hurts but you, and pain can also be an indicator of a complication that should be addressed through additional treatment.

Don't suffer in silence! Tell your nurse or doctor about pain and describe it in as much detail as you can. Is it a dull, throbbing pain? Or is it a sharp, stabbing pain? Does it come and go or is it constant? Is it localized to one part of the body or does it start in one spot and radiate out as you move?

Managing your pain is a key element to the healing process; be sure to keep your physician and/or nurse in the loop with what's going on.

Three Important Pain Points

WHERE does it hurt?

WHEN does it hurt?

HOW does it affect your daily living? (sleeping, dressing, walking, etc.)

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Prevent Falls

There are lots of things that can make us dizzy or unsteady on our feet, at any age. Just lying in bed for long periods is one, standing up too quickly or the effect of medicines can cause it, too. When we are dizzy or lightheaded, we can easily lose our balance and fall, which can result in injury. Follow these common-sense tips for avoiding falls:

Wait for Help: Use the nurse call button and let them assist you in getting out of bed, using the restroom or walking around.

Grab a Handrail: Handrails are there for a reason, grab on to steady yourself in the hallway, in the restroom or in the shower.

Dress Right: Nonslip socks or footwear are a must to keep your feet from going out from under you. Wear appropriately sized clothing and robes to avoid tripping.

Corral Your Items: Keep personal items within easy reach to avoid having to reach or get up.

Wheelchair Basics: Lock the wheels before attempting to stand. Never stand on the footrest when getting out of a wheelchair.

Prepare for Surgery

BRMC prides itself on maintaining a high-quality surgical department. Every precaution is taken to achieve a satisfactory outcome, regardless of the procedures. Your doctor will give you special instructions prior to your surgery, which you must follow down to the letter. It also helps to try and relax and get sufficient rest leading up to the procedure.

On the day of the surgery, as a final check, make sure you confirm the following with your surgical staff:

- **Your name**
- **The surgical procedure you are having**
- **The body part being operated on**

Hospital staff will mark the correct surgical spot on your body with a marker. Make sure you or your support person confirms that marking is correct to avoid errors.

Choose a Support Person

A support person is an invaluable member of your health care team. This person, usually a trusted family member or friend, can help be a second set of eyes and ears, can provide emotional support and can speak up for you in the event you cannot speak up for yourself.

A support person can be almost anyone, so long as it is someone you can trust and with whom you can easily communicate. Regardless of who you select, make sure you notify hospital staff as to who your support person is.

Duties for a support person:

- Ask questions and write down information
- Double check medicines, treatment and personnel identification
- Watch for signs your condition is changing and get help as needed

Be Your Own Health Champion

Remember, YOU are not just the patient, you are the most important piece to your health care team. This means you have to take charge of your care to ensure your wishes are carried out during treatment.

ALWAYS...

- Tell the nurse if something's not right. Instincts and "gut feelings" are often more accurate than we give them credit for.
 - Know when you are supposed to get your medications; inform the nurse if you don't get them.
 - Always ask for explanation when you don't understand something about your condition, treatment, medication or even the hospital forms.
 - If you prefer to communicate via illustrations or in another language (even sign language) make your wishes known.
 - If treatment involves medical equipment, practice with the nurse before leaving the hospital. That way you can feel confident you can correctly use the equipment at home.
 - Getting a second opinion can sometimes make medical decisions easier — don't be shy about having someone else diagnose your condition.
 - Make sure your doctor and your family/support person understands your wishes when it comes to life-saving actions. Inform hospital personnel about who is legally designated to make decisions for you if you cannot make them for yourself.
-

Manage Your Medication

Medicines are essential to the healing process and ongoing management of conditions, but only if they are taken correctly. That starts with understanding your medications, what they are for, when to take them and also communicating with your physician to ensure that new prescriptions don't mix with existing medicine to cause an adverse reaction.

What to Ask:

- Name of your medication including the generic name.
- What the medicine is supposed to do.
- The dosage, including how much and when.
- The best time of day to take it.
- Whether to take with food or liquids (or not).
- Possible side effects and what to do if they occur.
- What to do if you miss a dose.

What to Check:

- Your hospital ID bracelet matches the name on your medication while in the hospital.
- Your physician and nurses know all prescription drugs, over the counter medications and vitamin supplements you are already taking.
- Any allergies you have to medicines, foods, anesthesia, etc.
- Your medicines are stored in a safe place in your home to keep them out of sight and out of reach of others.
- You have a system or a caregiver who can help ensure you don't over- or under-medicate by losing track of your prescription usage at home.



Your Rights and Responsibilities

Patient Rights

"Patient" refers to patient and/or personal representative.

Human Dignity

Recognizing the basic rights of human beings is always of great importance. It is our intention to always respect the patient's inherent dignity. As a hospital, we have a prime responsibility to assure that your rights are preserved while under our care. To this end, the patient will be routinely consulted on matters relating to his or her care, medical treatment and discharge. If a patient is unable to speak on his or her own behalf, an appropriate family member or the personal representative/agent will be consulted.

Nondiscrimination

In accordance with Title VI and VII of Civil Rights Act of 1964 and their implementing regulations, as well as Section 1557 of the Affordable Care

Act, the patient shall be granted impartial access to treatment or accommodations which are available or medically indicated regardless of race, creed, sex, sexual orientation, national origin, religion or source of payment.

Pain Relief

The patient has the right to expect assessment of their pain and a process of mutual planning to address the management of pain. A patient also has the right to receive information about pain and pain relief measures.

Request or Refusal of Treatment

The patient has the right to participate in the development and implementation of his or her plan of care and to request or refuse treatment. The patient has the right to refuse treatment, based on his or her own personal, moral or religious beliefs — to the extent permitted by law — and to be informed of the medical consequences of his or her refusal.

Advance Directives, Religious Beliefs

A patient has the responsibility of informing his or her physician and the hospital of any advance directives (such as a "Living Will") or religious beliefs that he or she wishes to have honored.

The patient has the right to formulate an advanced directive, which may include delegation of the right to make decisions about the patient's care to a representative, as well as designation of a support person. The regulation further requires that notice be given to the patient concerning the hospital's advance directives policy.

Information

The patient, or the patient's personal representative/agent, has the right to receive, from the patient's care treatment team, complete and current information concerning his or her diagnosis, treatment and any known prognosis. This



Ensuring Our Patients Know Their Rights

These rights and responsibilities apply to all patients, including the neonate, child, adolescent and adult.

information should be communicated in terms the patient can reasonably understand.

Identity

The patient has the right to know the identity and professional status of individuals providing service to him or her.

Privacy and Confidentiality

The patient has the right, within the law, to personal privacy and confidentiality. All communication and records pertaining to his or her care are confidential and read only by individuals directly involved in treatment, payment or operations of the hospital.

A family member or representative of the patient's choice must be promptly notified of the patient's admission to the hospital. Patients have the right to designate visitors who shall receive the same visitation privileges as the

patients' immediate family members, regardless of whether the visitor is legally related to the patient.

Consent

The patient has the right:

- Not to be subjected to any procedure without voluntary, competent consent or the consent of a personal representative except in an emergency.
- To be informed of, and voluntarily give or refuse consent of participation in, any human experimentation or other research/educational projects affecting his/her care or treatment.
- To advanced directives.

Safety

Patients and visitors have the right to a safe and therapeutic environment. Sometimes this requires Baxter Regional Medical Center to take steps to ensure patients and visitors are not in possession of potentially

dangerous items. Please do not bring illegal substances, medications, intoxicating substances or beverages, weapons, or other similar items into the Hospital. If deemed necessary for the safety and wellbeing of staff and patients, Baxter Regional will search for and remove such items from patients and visitors.

Communication

The patient has the right of access to people outside the hospital by means of visitors and by verbal and written communication. When the patient does not speak or understand the predominant language of the community, he or she should have access to an interpreter.

Continuity of Care

The patient has the right to expect reasonable continuity of care and assistance in locating alternative services when indicated. The patient has the right to choose home health or nursing home care at discharge.



Transfer

The patient has the right not to be transferred to another facility unless he or she has received a complete explanation of the need for the transfer, the alternatives to such a transfer, and acceptance by another physician.

Hospital Charges

The patient has the right to request, examine and receive an itemized and detailed explanation of his or her bill, regardless of the source of payment. The patient has the right to notice of termination of his eligibility for reimbursement by any third-party payer for the cost of his or her care.

Smoke-Free

According to Arkansas law, all hospitals must be smoke-free (Ark Code Ann. § 20-27-704 et seq). Smoking on the BRMC campus could result in a Class C misdemeanor. We appreciate the cooperation of all patients and visitors in keeping BRMC smoke-free.

Patient Grievance

A patient's grievance will be addressed, in a timely manner, by the department head, Patient Experience Specialist at (870) 508-5484 or the Risk Manager at (870) 508-1015. A written grievance/complaint may be addressed to any of the three

contacts above and sent to Baxter Regional Medical Center, 624 Hospital Drive, Mountain Home, AR 72653.

A patient may contact the Arkansas Department of Health, regardless of whether he or she used the medical center's grievance process, at 501-661-2201 or Arkansas Department of Health, 5800 W. 10th, Suite 400, Little Rock, AR 72204.

All patients' grievance will be addressed in accordance with state and federal guidelines.

Patient Responsibilities

If a patient lacks the capacity to exercise these responsibilities on his or her behalf, the obligation falls to appropriate family members or a personal representative.

Provision of Information

A patient has the responsibility to provide, to the best of his or her knowledge, accurate and complete information about matters relating to his or her health. A patient is also responsible for making known whether or not he or she clearly understands the medical treatment plan and what is expected of him or her.

Compliance with Instructions

A patient is responsible for following the treatment plan recommended by the practitioner primarily responsible for his or her care. The patient is also responsible for following the instructions of treatment team.

Refusal of Treatment

The patient is responsible for the

consequences if he or she refuses recommended treatment or does not follow the practitioner's instructions.

Hospital Charges

The patient is responsible for assuring that the financial obligations of his or her care are fulfilled as promptly as possible.

Hospital Rules and Regulations

The patient is responsible for following rules and regulations affecting patient care and conduct.

Respect and Consideration

The patient is responsible for considerate behavior toward other patients, visitors and hospital personnel, and for respect of rights and property.

Patient Conflicts

Patient care conflicts regarding admission, treatment and discharge issues will be addressed by the department head, nurse leader or the administrative staff member

who is responsible for the service. Depending on the nature of the conflict, the issue may instead be addressed by the attending physician, the Chief of Services or the Chief of Staff. The final authority for addressing patient complaints and patient care conflicts is the medical center's Chief Executive Officer.

Medicare and Observation Patients and Outpatients in a Bed

Medicare does not cover the cost of home oral medications administered to patients who are in the hospital in the status of Observation or Outpatient in a Bed. The hospital must bill the patient if oral medications are administered by the nurse while the patient is in the hospital. See Medicare 2008 handbook, page 26, and heading: What's NOT covered by Part A and Part B? "Prescription Drugs. Most prescription drugs aren't covered by Part A or Part B."

Notice of Nondiscrimination

Baxter Regional Medical Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Baxter Regional does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Baxter Regional Medical Center provides:

- Free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats.
- Free language services to people whose primary language is not English, such as qualified interpreters and written information in other languages.

If you need these services, call 1-870-508-7770.

If you believe that Baxter Regional has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

Baxter Regional Medical Center
 Civil Rights Coordinator
 624 Hospital Drive
 Mountain Home, AR 72653
 Phone: 1-870-508-1015
 Fax: 1-870-508-1998
 Email: risk@baxterregional.org

U.S. Department of Health and Human Services
 200 Independence Ave., SW
 Room 509F, HHH Building
 Washington, D.C. 20201
 Phone: 1-800-368-1019, 1-800-537-7697 (TDD)
 Web: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

If you need help filing a grievance, the General Counsel is available to help you. For U.S. Department of Health and Human Services complaints, complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Spanish
 ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-870-508-7770.

Vietnamese
 CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-870-508-7770.

Marshallese
 LALE: Ñe kwōj kōnono Kajin Majōl, kwomaroñ bōk jerbal in jipañ ilo kajin ñe am ejjelok wōñāñ. Kaalok 1-870-508-7770.

Chinese
 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-870-508-7770。

Lao
 ສຽນ: ຖ້າທ່ານໃຊ້ພາສາລາວ,

Language of the State of Hawaii
 ນັກທ່ານພາສາລາວໄດ້ຮັບ. ໂທ: 1-870-508-7770.

Tagalog
 PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-870-508-7770.

Arabic
 نإف، ءةببر علأ ءءءءء نءك اءا : ءظوءءم
 ءءل رفءوءءء ءببوءللا ءءءءءملا ءءءءء
 مءرب لءصءا. نءءءءءء 1-870-508-7770

German
 ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-870-508-7770.

French
 ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-870-508-7770.

Hmong
 LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-870-508-7770.

Korean
 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-870-508-7770 번으로 전화해 주십시오.

Portuguese
 ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-870-508-7770.

Japanese
 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-870-508-7770 まで、お電話にてご連絡ください。

Hindi
 ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-870-508-7770 पर कॉल करें

Gujarati
 સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-870-508-7770.

McCain Family Dining
and Receiving Room



Privacy and Health Information

Federal law protects the privacy right of individuals receiving medical care or treatment. These laws set strict guidelines and limitations on who can access, view or otherwise utilize your medical information, by what means and for what purpose.

Who does the law apply to?

- Most doctors, nurses, pharmacists and pharmacy personnel, hospital personnel, nursing home employees, dentists and their office staff and those persons and institutions providing mental health care. Vendors of all the above are also subject to these same rules.
- Health insurance companies, HMOs and most employer-provided group health plan personnel.
- Government workers who deal with healthcare assistance programs such as Medicare and Medicaid.

What information is protected?

- Diagnosis, treatment and other specific information captured in your medical records pertaining to your physical or mental health, diagnosis and treatment.
- Conversations between you and your physician, as well as between the doctor and nurses or other health care professionals regarding your care.
- Personal, billing and medical information contained in your health insurer's computer system.

What rights do you have concerning your health information?

- You have the right to ask to see and/or receive a copy of your health records.
- You have the right to have corrections added to your health information.
- You are entitled to information explaining how your health information is accessed, used and shared.
- You get to decide if you want to grant permission for your information to be shared and with whom.

What are the rules concerning who can see and receive your health information?

Under federal law, medical providers, health care institutions and health insurers MUST follow written procedures when accessing and handling your personal information. Under these guidelines, your information may be viewed and shared among medical departments and insurers, some of which are in other areas of the state or country, as part of providing treatment or paying for care.

Specific instances under which your information may be shared include:

- Facilitating your treatment and care (for example, among various hospital departments or between your primary care physician and specialists).
- For billing purposes to pay doctors and hospitals.
- With family, friends or others you designate to be involved with your healthcare.
- By inspectors and regulators investigating claims against a health care institution's level of care, cleanliness or safety.
- When the public's health is at risk or for required reports to police (for example, reporting cases of the flu or other illnesses, gunshot wounds and other injuries stemming from the commission of a crime.)

Healthcare providers CANNOT give your health information to your employer, use or share your health information for marketing or advertising purposes or share private notes about mental health counseling without your permission.

Voicing a Concern

At Baxter Regional Medical Center, we take your privacy seriously. If you believe your information privacy rights are being denied or violated, please notify the Privacy Officer at (870) 508-1015 or risk@baxterregional.org. You also have the right to file a complaint with the U.S. government, whether or not you file a complaint with the hospital. Visit <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>.

Approaching Discharge?

Complete this handy checklist before you go home

Discharge Summary

This document details the reason for your hospital stay, the physician and other medical personnel who provided care, the procedures that were done and the medicines that were prescribed. The Discharge Summary may also incorporate your detailed Medicine List.

Medicine List

This document should list new and existing medications, including over-the-counter medications, vitamins and supplements. Review this list carefully and ask any questions you may have concerning dosage, medical interactions, time of day to take your medicine and whether to take with food or liquids. This list may be included as part of the discharge summary.

New Prescriptions

Before being discharged, make sure the pharmacy has any new prescriptions ready. Make plans for refilling those prescriptions or picking up your medications from the pharmacy.

Local Resources

Make a plan for any in-home health care services you may require during your recuperation. Ask the discharge planner

for recommendations in finding after-care groups or support groups as needed to help you during your recovery.

Post-Discharge Services

Following your hospital stay, you may require one or more types of ongoing help. Recognize these areas of daily life and make plans to get assistance concerning:

Home Care: Tasks such as cooking, cleaning, laundry and shopping.

Personal Care: Daily activities of bathing, dressing, toileting and eating.

Healthcare: Taking medications, performing injections, attending to wounds, getting to and from doctor's appointments or physical therapy.

Follow-Up Instructions

In addition to understanding your medications, determine:

- Foods and activities to avoid
- Scheduling follow-up visits and tests
- Caring for incisions or changing wound dressings
- Use of medical equipment
- Warning signs to note and contact numbers for questions or issues

Don't wait until discharge to make your transition plans

Simply put, taking steps to plan for a successful transition as soon as possible during your stay in the hospital increases the chances for a healthy recovery. Having a game plan for discharge not only helps make your dismissal run smoothly, it also helps reduce the chances of being readmitted by going over final instructions and treatment details.

Another benefit of starting the process early is that it allows you and your family time to locate any post-discharge facilities or services you may need, such as home health care, a rehabilitation facility, nursing home or other skilled care. For help in comparing these providers, visit www.medicare.gov/nursinghomecompare, www.medicare.gov/home-healthcompare or www.qualitycheck.org

Review the following with your discharge planner:

- Your discharge summary and plan
- Your complete medicine list and medication instructions
- What to do and who to call if you don't feel well
- Your upcoming appointments for tests, physical therapy or follow-up doctor visits
- Additional resources or services in the community

To Understand Better – Teach Back!

To help ensure that you understand instructions and your medical treatment details, repeat back what you hear when speaking to the physician, nurse or discharge planner. By reinforcing what they say in your own words, you boost your understanding.

Don't Want to Leave?

One of your rights as a patient is the right to appeal your discharge if you don't agree that you are ready to leave the hospital. To begin the appeal process, speak with your discharge planner or physician to share your concerns. You also may need to reach out to Medicare, Medicaid or your insurance company to discuss options for covering the cost of additional time in the hospital.



Understanding Your Bill

The hospital billing statement may seem complicated, but there are certain steps you can take to better understand the various charges and credits.

First, make sure you know and understand exactly what your bill covers. Depending on the length of your stay, you can expect to see things such as room charges, meals, 24-hour nursing care and medicines as well as any special services like X-rays and lab tests. These charges are all itemized, making it easier to see what you're being charged for. Remember, you'll receive additional bills from doctors, surgeons and specialists separately from your hospital statement.

For questions, call the customer service number listed on any of your statements.

Medicare

Patients that have Medicare must fill out an MSP (Medicare Secondary Payer) form, ensuring Medicare only pays for services not covered by other insurance. If you have secondary insurance, this usually covers Medicare deductibles; if you don't have secondary insurance, you need to pay these amounts out of your own pocket.

After being discharged, you will receive a document from Medicare called a Medicare Summary Notice or MSN. These quarterly reports provide a summary of charges and payments. Take the time to review carefully:

- The amount your doctor(s) charged
- The amount Medicare approved and paid
- The amount you owe
- Your current deductible status

Commercial Insurance Providers

For those patients who utilize commercial insurance providers, the process works differently. The hospital forwards your claim (bill) based on the insurance information you provided at registration. About a month after you leave the hospital, you'll get an explanation of benefits (EOB) statement from your insurance provider.

The EOB is not a bill, it is a document that shows a summary of charges from the doctor or hospital as well as showing how much of that is covered by your insurance. Whatever's left over is your obligation to pay, which is why it is critical that you review the EOB and all other bill-related documents carefully. If you have questions, contact your doctor or the customer service number listed on the statement.

Self-Pay Patients and Payment Arrangements

Patients who pay the bill without either Medicare or a commercial insurance provider receive bills directly from the hospital. Call the hospital's financial services department to set up a payment plan after you receive your first bill. Don't put this off; if you don't set up a payment plan or if you stop making payments, your account may be placed with a collection agency. Communication with the financial services department is key — the hospital wants to work with you, so reach out with any questions or concerns you have



Get Organized!

Reduce the stress of multiple detailed bills by getting organized. Keep all of your statements and bills together and sorted, reviewing each one as it arrives. Make notes anytime you call in for clarification and retain these notes to aid in any bill disputes.

Need Help?

It can be frustrating trying to sort out medical bills, particularly while you are still recuperating. If you don't understand something or if you're having trouble paying your bills, please let us know. A patient representative is ready to work with you, including guiding you to other services that can help.

Billing Terms to Know

Deductible: The amount you owe for a medical procedure that comes right off the top. For example, if you have a \$500 deductible and the medical bill is \$1,000, the first \$500 comes from you and the remainder is paid by insurance. The total amount of deductible you pay in a calendar year may be capped and resets annually.

Co-payment: A flat fee you pay for a specific service, usually due at the time of service, such as a flu shot.

Coinsurance: The portion of your medical expenses that you're responsible for paying after insurance has paid its portion. Say your insurance covers 80 percent of the bill, you have to pay the remaining 20 percent.

Coordination of Benefits (COB): COBs are required when a patient is covered under two or more insurance companies. This can occur when spouses or partners are listed on each other's insurance policies or when both parents carry their children on individual policies. To prevent duplicate payments, COBs determine the primary payer, something you choose when you're admitted. Insurance companies generally require the COB be completed before they pay anything on a claim, so be sure to address this matter promptly.

Advance Directives

Making Sure Our Patients Are Covered

Everyone has different wants and needs when it comes to medical care. And while it is your right to choose what treatment will be applied, the simple truth is in certain medical situations you may not be able to communicate health care instructions or give other input on your own behalf.

Advance directives are documents which provide guidance to your loved ones and physicians as to your medical wishes in the event you are unconscious, too ill to communicate or otherwise cannot speak for yourself.

Advanced directives are available in every state, but laws often vary. For this reason, an attorney may be helpful to ensure the directive satisfies the laws of the state where they live. However, a lawyer is not necessarily required; you can also inquire with the Admissions Department or your nurse if you have any questions.

Generally speaking, advance directives fall into one of two categories:

Living Will

A living will provides instructions for loved ones and medical personnel concerning life-prolonging medical care. For example, whether or not to use CPR for resuscitation of a stopped heart, using a ventilator to breathe for you; using feeding tubes and IVs if you cannot eat and drink naturally; and when to discontinue life support altogether. A living will allows you to be very specific about the medical technology that you wish to accept or refuse, thus taking some burden off your loved ones.

Durable Power of Attorney

Durable Power of Attorney is a more comprehensive and far-reaching document that specifies who will handle your affairs including, but not limited to, healthcare. This person, called a healthcare proxy, is empowered to make medical decisions for you if you're unable to do so both in emergency situations and for other medical situations such as treatment options, blood transfusions, kidney dialysis, etc. Durable power of attorney also covers who you designate to manage your finances if you are not able to do so yourself, although the same person does not have to perform both roles.

Needless to say, putting such important issues into the hands of another must be done with care. Choose someone you trust and make sure that person knows you've designated them and that they agree to represent you in this capacity. It is critical that you consult a lawyer to create a durable power of attorney that serves its purpose and meets the laws of the state in which you live.

Make Your Wishes Known!

Among your admission forms is an advanced directive. Be sure you (or your healthcare proxy) fills this out each time you enter the hospital. This helps ensure the most current information and directives are on file. You do not need a lawyer to fill out these forms. For more information or to obtain an advanced directive, contact Continuity of Care at 870-508-1470.



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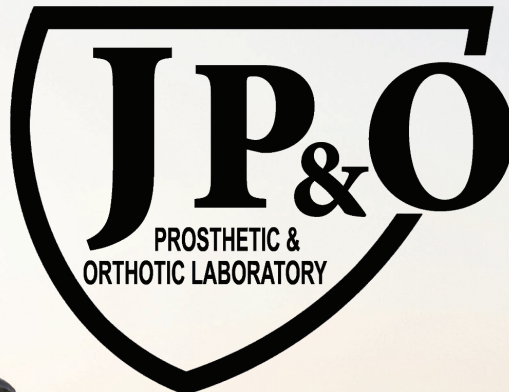
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Baxter Regional Medical Center strives to not just meet the needs of our community – we want to far surpass them. The ever-changing landscape of healthcare is difficult, but we are committed to providing the very best in care to you, your family and our entire community. Through Baxter Regional Hospital Foundation, we are making a difference in the lives of our patients. Your support is needed more than ever. It only takes a little to make a lasting impact.

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Every day, the physicians of Baxter Regional Medical Center touch the lives of patients and families throughout the communities we serve. The growth and success of our health system is attributed to their commitment, care and compassion. We appreciate their dedication to the Baxter Regional family, providing the highest quality of care and the latest technological advances in healthcare, close to home.

ANESTHESIOLOGY

Dr. Jon Connelley.....(870) 424-7070
Dr. Andrea Correll.....(870) 508-6700
Dr. William R. King.....(870) 424-7070
Dr. Benjamin Mathews.....(870) 508-6700
Dr. Philomina Thuruthumaly... (870) 508-6700
Dr. Charles Zehm.....(870) 424-7070

CARDIOLOGY

Dr. Michael Camp.....(870) 425-8288
Dr. Jamon Pruitt.....(870) 425-8288
Dr. Patrick Tobbia.....(870) 425-8288
Dr. Otis Warr IV.....(870) 425-8288

CARDIOVASCULAR SURGERY

Dr. Louis W. Elkins.....(870) 508-3200

DENTISTRY

Dr. Bernard Petkovich.....(870) 425-9757
Dr. Paul Reese.....(870) 424-5900
Dr. Randy Simpson.....(870) 424-4646
Dr. John V. Sullivant.....(870) 425-4242
Dr. Stephen Vester.....(870) 425-7645

DERMATOLOGY

Dr. Mark Hammonds.....(870) 425-5464
Dr. Mark King.....(870) 425-5464

EAR, NOSE & THROAT (Otolaryngology)

Dr. Monty R. Barker.....(870) 424-4200
Dr. John Neis.....(870) 424-4200
Dr. Paul R. Neis.....(870) 424-4200

EMERGENCY MEDICINE

Dr. Billy Bisswanger.....(870) 508-1139
Dr. Phillip Bufford.....(870) 508-1139
Dr. Kolton Fraser.....(870) 508-1139
Dr. Michelle Godfrey.....(870) 508-1139
Dr. Allen C. Jackson.....(870) 508-1139
Dr. Dana Kinney.....(870) 508-1139
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Dr. Melissa Quevillon.....(870) 508-1139
Dr. Bradley Schulz.....(870) 508-1139

PHYSICIAN REFERRAL SERVICE: 1-800-695-DOCS (3627) | www.baxterregional.org

The physicians included on this list are active on the Medical Staff of Baxter Regional Medical Center or associated with Baxter Regional Health System. The list is subject to change. 7/2021

Dr. David Stills.....(870) 508-1139
Dr. Mark West.....(870) 508-1139

FAMILY MEDICINE

Dr. Kevin J. Adkins.....(870) 425-3131
Dr. Bradley Bibb.....(870) 994-7301
Dr. Shawn D. Bogle.....(870) 449-4221
Dr. Andrea Bounds.....(870) 425-6971
Dr. Ronald Bruton.....(870) 492-5995
Dr. Cathy Clary.....(870) 425-3131
Dr. Geoffrey L. Dunaway.....(870) 741-3252
Dr. J. Gregory Elders.....(870) 425-6971
Dr. Brittney W. Frisby.....(870) 508-7600
Dr. Adam Gray.....(870) 916-2150
Dr. Michael S. Hagaman.....(870) 492-5995
Dr. Michael Hodges.....(870) 425-3131
Dr. John D. Irvin.....(870) 269-7414
Dr. George Lawrence.....(870) 425-6971
Dr. Kam Lie.....(870) 425-6212
Dr. Candy Lincoln.....(870) 425-3030
Dr. Timothy A. McNamara.....(870) 425-3131
Dr. Timothy C. Paden.....(870) 425-3030
Dr. Jamie Pritchard.....(870) 492-5995
Dr. Lonnie Robinson.....(870) 425-6971
Dr. John H. Scribner.....(870) 895-3238
Dr. Eric G. Spann.....(870) 269-3447
Dr. Benjamin R. Stevens.....(870) 508-7600
Dr. James E. Thompson.....(417) 256-3717
Dr. James Warr.....(870) 425-3030
Dr. Edward L. White.....(870) 425-3131
Dr. Donald O. Wright.....(870) 916-2000

FAMILY MEDICINE/SPORTS MEDICINE

Dr. Heather Hammonds.....(870) 425-5464

GASTROENTEROLOGY

Dr. Bodunrin S. Badejo.....(870) 425-4416
Dr. William S. Dyer Sr.....(870) 425-4416

HEMATOLOGY & ONCOLOGY

Dr. R. Bruce White.....(870) 425-4402
Dr. Dmitriy Zak.....(870) 425-4402

HOSPITALIST

Dr. Almas Chughtai.....(870) 424-3181
Dr. Melissa Dirst-Roberts.....(870) 424-3181
Dr. Lincoln Godfrey.....(870) 424-3181
Dr. Daniel Goodwin.....(870) 424-3181
Dr. Arlene Johnson.....(870) 424-3181
Dr. Richard D. Schmidt.....(870) 424-3181
Dr. Warren "EJ" Scott.....(870) 424-3181
Dr. David Waddell.....(870) 424-3181
Dr. Steve Wilber.....(870) 424-3181

INTERNAL MEDICINE

Dr. Lori M. Cheney.....(870) 425-6212
Dr. Bethany L. Knight.....(870) 916-2000
Dr. Lance R. Lincoln.....(870) 425-3030
Dr. Shelley Warr.....(870) 425-3030

INTERNAL MEDICINE/INFECTIOUS DISEASE

Dr. Raymond Bandy Jr.....(870) 508-7450

INTERNAL MEDICINE/PEDIATRICS

Dr. Michael Adkins.....(870) 424-3824

NEPHROLOGY

Dr. Grant Mathews.....(870) 425-1787
Dr. Daniel Valach.....(870) 508-5010

NEUROSURGERY

Dr. Lucas Bradley.....(870) 508-7080

Dr. Allan Gocio.....(870) 508-7080
Dr. Adam Smitherman.....(870) 508-7080

OBSTETRICS/GYNECOLOGY

Dr. Harley Barrow.....(870) 425-7300
Dr. Maureen Flowers.....(870) 508-3260
Dr. Corey Smith.....(870) 508-3260

OPHTHALMOLOGY

Dr. Allison Booth.....(870) 425-2277
Dr. William D. Hill.....(870) 425-2277
Dr. Kenneth M. Kilgore.....(870) 424-4900
Dr. Douglas Marx.....(870) 424-2020
Dr. J.Y. Massey.....(870) 424-2020
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ORTHOPAEDICS

Dr. Donald B. Franklin III.....(870) 424-3400
Dr. Thomas E. Knox.....(870) 424-3400
Dr. Jason McConnell.....(870) 424-3400
Dr. M.B. "Win" Moore III.....(870) 424-4710
Dr. Russ Rauls.....(870) 424-3400

PAIN MANAGEMENT

Dr. Ira D. Chatman.....(870) 508-5900
Dr. Ryan Krafft.....(870) 508-5900
Dr. Matthew McNelley.....(870) 508-5900

PATHOLOGY

Dr. Michael Clarke.....(870) 508-1890
Dr. Steve Douglas.....(870) 508-1890
Dr. Christopher G. Webb.....(870) 508-1890

PEDIATRICS

Dr. Samantha Shipman.....(870) 424-3824
Dr. Shayna Wood.....(870) 424-3824

PLASTIC SURGERY

Dr. Adam G. Newman.....(870) 425-6398

PODIATRY

Dr. Eric Arp.....(870) 425-7363
Dr. Kevin Steffen.....(870) 508-4000

PSYCHIATRY

Dr. Witold P. Czerwinski.....(870) 508-3400
Dr. Thomas Foster.....(870) 508-1001
Dr. Veronica Zak.....(870) 508-7610

PULMONOLOGY

Dr. Brian I. Malte.....(870) 425-1787
Dr. Rebecca Martin.....(870) 425-1787

RADIOLOGY

Dr. Timothy Brown.....(870) 508-1160
Dr. Matthew Kyle McAlister.....(870) 508-1160
Dr. Joe Tullis.....(870) 508-1160
Dr. Shane Whitlock.....(870) 508-1160
Dr. Matthew Wilson.....(870) 508-1160

SURGERY - General, Thoracic & Vascular

Dr. Jacob L. Dickinson.....(870) 425-9120
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Dr. Austin Barber.....(870) 508-6020
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