



IAN SPECIALTY NURSING CRITICAL CARE
GIST VENTILATOR WEANING RESPIRATORY
FAMILY EDUCATION WOUND CARE THERA
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**WE BELIEVE, YOUR RECOVERY MEANS
MORE THAN JUST PHYSICAL.**

Welcome to

Advanced Care Hospital of Montana

The staff at Advanced Care Hospital of Montana (ACHM) believes that recovering from illness or injury is not just physical – it is also a very emotional experience. Patients need a caring, highly trained and supportive team to maximize their recovery. We are glad that you have chosen ACHM for your ongoing treatment. We provide a healing and nurturing environment responding to your medical, physical and social needs.

This guide offers detailed information about your hospital stay and personalized clinical care program. Members of your clinical care team, including physicians, nurses, therapists and your case manager, are available to answer any questions that you or your family may have during your stay.

YOUR PHYSICIAN-LED CLINICAL CARE TEAM

Upon your admission, your clinical care team immediately steps in to care for you to ensure that your specific needs are met. Your care team includes nurses, respiratory therapists, physical therapists, speech therapists, occupational therapists, dietitians and a case manager. Depending upon your specific recovery needs, other clinicians such as a wound care nurse or social worker may be a part of your team. Keep in mind that you and your family are key members of your treatment team. Your input is vital and necessary in order for the team to develop your personalized plan of care.

Physician

A physician who is a member of the ACHM medical staff will serve as your primary physician during your stay. This physician will lead the treatment team delivering your personalized and progressive plan of care. Depending upon your specific medical needs, you may be seen by other physicians to ensure your treatment is complete and your recovery is maximized.

Nursing

A primary nurse team manages your treatment in conjunction with other team members and personalizes your plan of care based upon your medical needs. In addition to your primary nurse, patient care technicians will provide physical care and hygiene to maximize your comfort.

Case Manager

Your case manager, together with your physician, ensures that your needs are met at ACHM. In addition to providing you and your family with progress reports, the case manager coordinates your discharge planning needs. Your case manager is also available to discuss your insurance coverage and billing questions.

For more information, please contact:

3528 Gabel Road • Billings, MT 59102

Phone: 406.373.8000 • ACHM.ernesthealth.com



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Physical and Occupational Therapists

Your physical therapist will work with you on any problems that you may have with weakness, lack of mobility, balance and stamina. Your occupational therapist will assist you with learning to carry out activities of daily living and may provide recreational therapy during your stay.

Speech-Language Pathologist

Your speech-language pathologist will focus on any problems that hinder your ability to speak or swallow, and can help you with problems related to reading, writing, understanding or focusing that may have occurred as a result of your medical condition.

Respiratory Therapist

Your respiratory therapist provides specialized treatments and pulmonary support as required by your medical condition. If you are on a ventilator, your respiratory therapist will work with you to wean you off of the ventilator if possible. All ventilators are equipped with monitors and alarms that will alert staff of any problems.

Dietician

Your dietician ensures that your therapeutic diet provides you with the necessary nutrition to help with your recovery. As you progress in your recovery, the dietician will also work with the speech-language pathologist to advance your diet safely.

Clinical Pharmacist

Your clinical pharmacist works closely with your physician and nurses to manage your complex medication needs.

Other Health Care Professionals

Other professionals are available to join your clinical team as indicated by your health care needs and goals.

IMPORTANT HOSPITAL INFORMATION

Parking

Parking is conveniently located on the west and north sides of the hospital within easy access to the main entrance.

Telephones

Every patient room is equipped with a telephone, which has a dedicated phone number. You may share this number with family and friends so that you may receive incoming calls during your stay. Upon admission, your nurse will provide you with the telephone number for your room. Local outside calls may be made by dialing "9" and then the number.

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Television

The television in your room has access to the cable network. You will find a listing of channels available in your room. For ease and convenience, the television may be controlled at the bedside.

Clothing

You will be provided a patient gown which will allow your care team to provide treatments and therapy as needed. You are welcome to bring comfortable clothing and sleepwear from home, as long as it does not interfere with your clinical care. Check with your nurse if you have any questions.

Meals

Your meals will be provided in your room. Family members and guests are welcome to purchase meals from our cafeteria and join you during meal times.

Cafeteria Hours:

Breakfast: 7:30 a.m. to 9:00 a.m.

Lunch: 11:30 a.m. to 1:00 p.m.

Dinner: 5:30 p.m. to 6:30 p.m.

Visitors

Visitors are encouraged as an integral part of your recovery process. While family and friends are welcome, it is important that visitation not interfere with your clinical needs and care. Hospital visiting hours are from 9:00 am to 9:00 pm daily.

Smoking

ACHM is a smoke-free campus.

Wireless Internet

ACHM provides free wireless internet access for patients and their visitors through their personal laptop computers. A member of the nursing team can provide you with instructions for Wi-Fi access.

Belongings & Valuables

ACHM is not responsible for personal belongings. It is best not to keep any valuable items in your room. Also, you are responsible for your removable dental devices and hearing aids, if you use them. It is recommended that you do not leave them on your meal tray, in the bed linens or under pillows.

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ON THE WAY HOME

Discharge Planning

Planning for your discharge will occur with your case manager after your arrival at ACHM. You and your family are an integral part of this process. It is important for you to be confident in your surroundings when you leave our hospital. Your case manager will provide you with options and explain guidelines regarding insurance coverage. Upon your discharge from ACHM, a discharge summary will be sent to your referring physician and physician consultants by the Health Information Management Department. If you are going home, your case manager will ensure that you and your family have received the education you need to continue your recovery.

YOUR SATISFACTION

Our focus is on healing the mind, body and soul of every patient. Your satisfaction with our services during your recovery process is very important to us.

If there is anything we can do to make your stay more conducive to your healing process, we encourage you to talk with any member of your care team or the management staff.

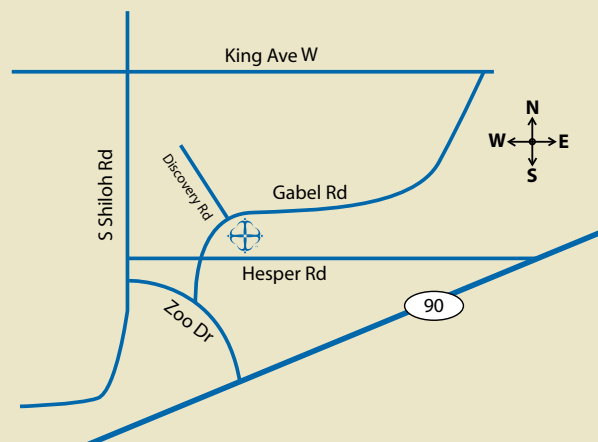
Moreover, we have selected The NRC+Picker Group to conduct a study of the satisfaction of our patients. After your discharge, you may receive a survey in the mail with questions about your experience as a patient at ACHM. If you receive one of these surveys, we encourage you to complete it. These confidential surveys are compiled by The NRC+Picker Group into reports that we use to improve our services.

HOW TO GET TO ADVANCED CARE HOSPITAL OF MONTANA

Advanced Care Hospital of Montana is located in the TransTech Center on Gabel Road in Billings, MT.

The staff of Advanced Care Hospital of Montana welcomes you to our facility.

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