

WELCOME  
TO



**WILLIS-KNIGHTON**  
HEALTH SYSTEM



WILLIS-KNIGHTON MEDICAL CENTER



WILLIS-KNIGHTON SOUTH



WK BOSSIER HEALTH CENTER



WK PIERREMONT HEALTH CENTER



## WELCOME TO WILLIS-KNIGHTON HEALTH SYSTEM

Inside each of our hospitals, you will find warm and caring staff members, nurses and physicians who are committed to giving you the best quality healthcare possible.

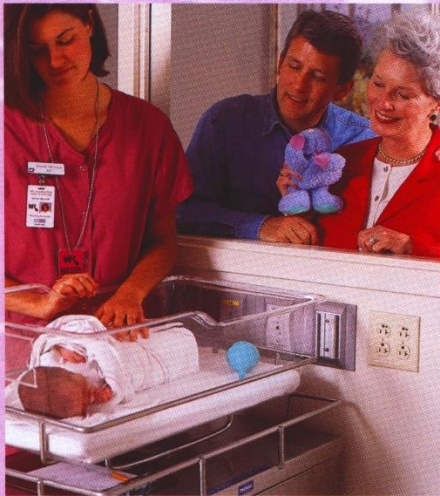
We want your stay to be as pleasant as possible as we work toward improving your health and well-being. You will find this brochure to be helpful with any questions you may have during your stay. If you need more information, please ask any of our employees for assistance.

THANK YOU AGAIN FOR  
CHOOSING WILLIS-KNIGHTON  
HEALTH SYSTEM FOR YOUR  
HEALTHCARE NEEDS.





# A PAST THAT HAS ALWAYS LOOKED TOWARD



For most of the 20th century, Willis-Knighton has served the needs of this community with an eye on the future. Since 1925, when the health system's forerunner, Tri-State Sanitarium, opened its doors, Willis-Knighton has been a leader in the field of healthcare.

The years have brought name changes as well as changes in technology and treatment. But Willis-Knighton has always been at the forefront. Why? Because before we look to the future, we listen to our patients. We learn what's important to you and what your real needs are.

As a result, Willis-Knighton has offered many firsts in North Louisiana: the first mobile adult and neonatal intensive care units; the first satellite hospital, Willis-Knighton South; the first permanently-based Magnetic Resonance Imaging Center; the first free-standing diagnostic/surgical eyecare facility, Steen-Hall Eye Institute; the first free-standing women's health center, The Center for Women's Health; the first heart transplant program; the first Hyperbaric Oxygen Therapy unit, and the first *in vitro* fertilization program in the area.

We are committed to providing quality healthcare to the Ark-La-Tex. We're with you today – and tomorrow – offering excellence and leadership in healthcare.

**Willis-Knighton Health System.**

# THE FUTURE



A photograph of an office environment. In the foreground, two women are seated at a light-colored desk. The woman on the left, with blonde hair and wearing a dark blue blazer, is smiling and looking towards the woman on the right. The woman on the right, with dark hair pulled back and wearing a light pink short-sleeved shirt, is looking at a computer monitor. On the desk, there is a computer keyboard, a mouse, a mousepad, and some papers. In the background, two other people are seated at desks, working on computers. The office has a drop ceiling with recessed lighting and a purple square graphic element in the upper right corner. The entire scene is framed by a thin blue border.

# FIRST THINGS FIRST: ADMISSIONS



## WHAT TO BRING

When you check in, we ask you to bring valid identification and all insurance information with you (i.e. policy numbers, cards, etc.). Should you have any questions concerning insurance coverage at any time during your stay, you can contact our Patient Service Representatives (PASERS) between the hours of 8:00 a.m. and 4:30 p.m.

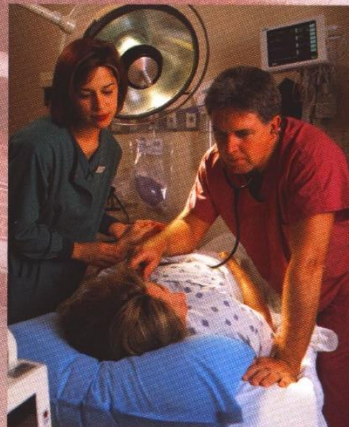
Although the hospital has a policy for the handling of patient valuables, please leave all jewelry, cash and credit cards at home.

## ADMISSIONS PROCEDURES

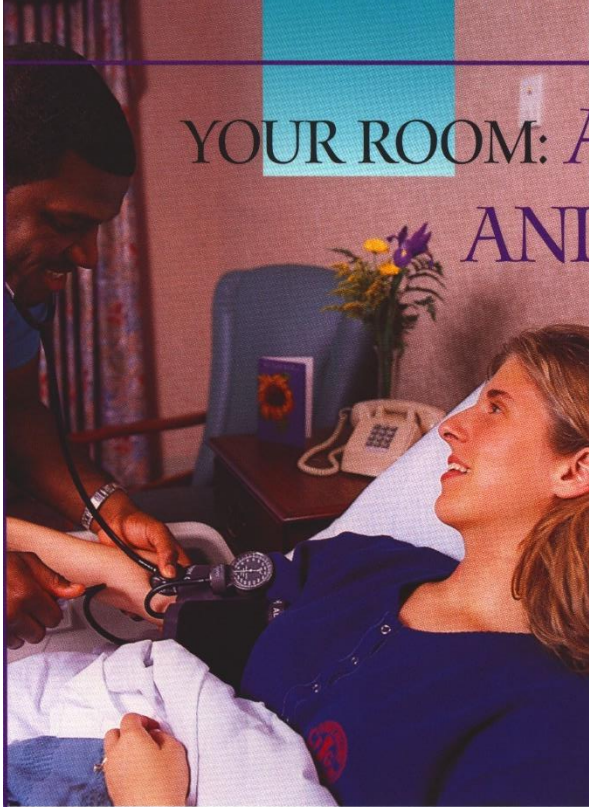
After signing in at the admissions desk, please take a seat in the waiting area. A hospital representative will soon greet you and give you your hospital identification wristband. You must wear your identification band throughout your entire stay. As soon as you have received your identification wristband, the admissions representative will call the floor and let the nurses' station know of your arrival. You will then be directed to your room, where you will be asked a few routine questions and given some forms to sign. If at any time you have questions during your admission, please feel free to ask one of our employees.

## EMERGENCIES

Our goal at Willis-Knighton is to complete the admissions process and get you settled in your room as quickly as possible. However, critically ill and emergency patients may require our immediate attention. We ask for your understanding if you experience a brief waiting period.







## YOUR ROOM: A PLACE OF CARE AND CONVENIENCE

While you may dial out at any time, incoming calls to patient rooms are handled between 7:00 a.m. and 9:00 p.m. Public pay telephones are located on the first floor. A TDD device is available for hearing impaired patients.

### MAIL AND DELIVERIES

Mail, flowers or other gifts will be delivered promptly to your room. Any items received after you leave the hospital will be forwarded to your address. To minimize the risk of infection, patients in intensive care and isolation are not permitted to receive flowers.

### NEWSPAPERS

Daily newspapers can be purchased from vending machines throughout the hospital.

### TELEVISION

The television set in your room is provided at no additional charge. A member of our staff will show you how to operate the controls. The Patient Education Network offers programs with information on health and well-being. Refer to the channel listing in your admissions packet to find this channel. While viewing television, please remember your neighbors and keep the volume as low as possible. A decoder is available for the hearing-impaired.

### VALUABLES/PERSONAL ITEMS

If you have valuables with you, please leave them in the care of a family member or friend. When that is not possible, the admissions representative can accept and store these for you until you are ready for discharge. When you are discharged from the hospital, you must sign a receipt indicating that all your valuables have been returned.

We believe that a comfortable, relaxed atmosphere fosters better healing. Therefore, we have made every effort to make your room a "home away from home."

### WHEN YOU NEED ASSISTANCE

By pressing your "Nurse Call" button, you can notify our staff that you need assistance. If your request is not fulfilled within a reasonable period of time, please call the nurse again. We would not intentionally fail to provide service, but unexpected interruptions could cause a delay.

A Registered Nurse is available when you have problems or questions. You may obtain additional assistance by asking the hospital operator (Dial "0") to contact the Nursing Supervisor.

### TELEPHONE

To get an outside local line, dial 9 + the number.  
For long distance calls, dial 8 + 0 + area code + number.  
Long distance calls cannot be billed to your room.

## YOUR HEALTHCARE TEAM

Your doctor, nurses and support staff are all part of a team with a common goal: to provide the best healthcare to every patient. In order to meet that goal, Willis-Knighton provides our medical professionals with the most advanced equipment and facilities available. No matter how simple or complex the procedures you undergo, we will keep you fully informed during the course of your treatment. We believe that you are the most important member of our team. Knowing the treatment goals and how we are going to reach them helps you maintain a positive attitude, and a positive attitude goes a long way toward restoring your optimal health.

## NUTRITIONAL SERVICES

Meals for our patients are served between the following hours:

Breakfast	7:00 – 8:00 a.m.
Lunch	11:00 a.m. – 12:00 p.m.
Dinner	4:30 – 5:30 p.m.

Each day of your hospital stay, you will receive a menu card for three meals. Simply mark the items you prefer. A food service representative will collect your choices for the next day's meals. All patients with restricted diets will be accommodated with an appropriate menu. If you arrive after food service hours, you can receive a meal, with the consent of your physician, simply by contacting a nurse on your floor.

If you cannot be left alone and your family member cannot be relieved for meals, a guest tray can be ordered. Please contact your nurse to request a guest tray. The guest tray will be served with your meal. Each guest tray will be charged to your hospital bill.

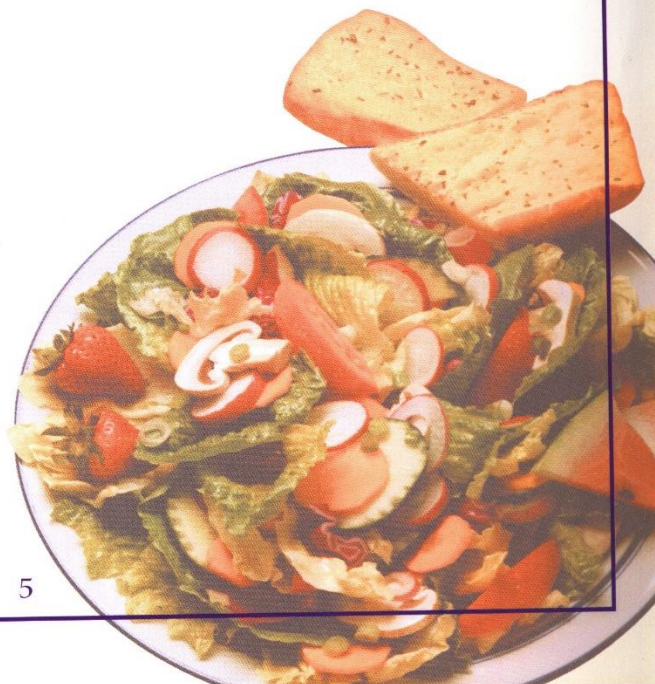
## CAFETERIA

The hospital cafeteria is open seven days a week and serves a full complement of entrees, side dishes, sandwiches, salads and desserts. Cafeteria hours are:

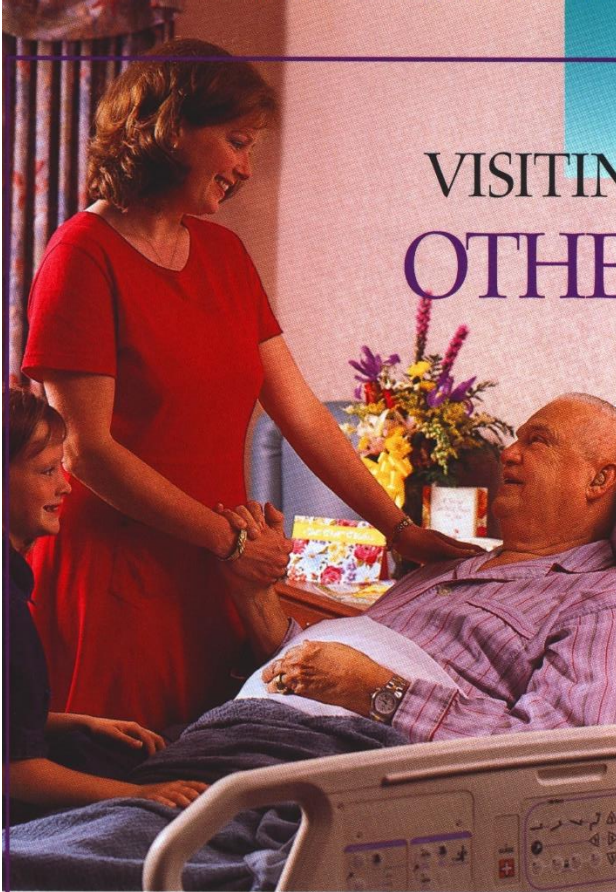
Breakfast	7:00 – 10:00 a.m.
Lunch	11:00 a.m. – 4:00 p.m.
Dinner	4:00 – 7:00 p.m.

## PEDIATRICS

As a courtesy to the parent or guardian of pediatric patients under 12 years of age, one guest tray per meal is provided free of charge.







# VISITING HOURS AND OTHER SERVICES

## SMOKING POLICY

For the health and safety of our patients and staff, Willis-Knighton is a smoke-free healthcare system.

## SECURITY

Willis-Knighton has a full-time security staff. Regular patrols are made of the parking lots and buildings. Visitors leaving the hospital during the late evening hours may call the hospital operator to request an escort to their vehicles.

## VISITOR SERVICES

### COURTESY ROOMS

A limited number of rooms is available for overnight stays for out-of-town family members of critically-ill patients.

### WAITING ROOMS

For critical care patient visitors, special waiting rooms with private phones are available. All other visitors can take advantage of the comfortable open waiting lounges available throughout the hospital.

### HANDICAPPED FACILITIES

Handicapped restroom facilities and water fountains are available throughout the hospital. Just ask the switchboard operator for the location nearest you.

### VENDING MACHINES

A variety of snacks and soft drinks are available 24 hours a day in our vending area. Change machines are also located in the vending areas of each facility.

## REGULAR HOSPITAL PATIENT VISITS

You may have visitors 24 hours a day unless you are in one of the critical care areas. Please remember to be considerate of other patients. Children are welcome, but they must be accompanied by an adult, and the nurses' station must be notified.

## CRITICAL CARE AREAS

Critical care within the Willis-Knighton Health System is separated into several areas depending on your individual condition and/or diagnosis. Each area is equipped to provide continuous monitoring and observation of seriously ill patients. Due to the nature of critical care, visitation must be limited to 20 minutes, with no more than two family members per visit. Visiting hours in all facilities begin at the following times:

5:00	10:00	1:00	5:00	9:00
a.m.	a.m.	p.m.	p.m.	p.m.



## PATIENT SERVICES

### PASTORAL CARE

Our pastoral department offers access to religious and spiritual care for all patients and their families upon request. To request this service, ask your nurse or dial 212-PRAY or 212-7729. This prayer line is available for communicating requests for prayers of patients, families and staff.

We recognize the importance of the spiritual needs of our patients and their families, especially during the time of a hospital stay. We encourage your clergy to visit whenever you feel the need.

The Howell Memorial Chapel at Willis-Knighton Medical Center is always open if you or any member of your family should need or want a temporary place for quiet meditation.

### THE PASER

From the moment you check into Willis-Knighton, one person in the business office is assigned to you. This person, called your "PASER," is specially trained to answer questions relating to billing, charges and insurance coverage.

### PATIENT REPRESENTATIVES

Patient representatives may be contacted by calling the operator to request assistance with such things as lost or missing articles.

### CARE MANAGEMENT

During the course of hospitalization, several professional staff members are responsible for the coordination of your care from admission through and after discharge. These staff members will work with your physicians, therapists, insurers (policy holders) and you, depending on their areas of expertise. Our goal at Willis-Knighton is to know the needs of you and your family, as well as your expectations concerning your care and well-being throughout your hospitalization and beyond. All of these staff members working together will ensure that you truly receive "coordinated care" throughout your treatment.







# FOR YOUR

# INFORMATION

## INSURANCE COVERAGE

Most insurance covers a portion of your bill. Traditionally, you are responsible for paying the deductible and a percentage of other costs.

As a courtesy, we will bill your insurance company for you. After you return home, you may receive copies of the hospital statement sent to your insurer. This itemized statement is provided to show you the cost of your hospitalization. For questions on any item, please contact a PASER. (See Page 7).

Please remember that even the best insurance coverage does not limit your responsibility for your bill. Ultimately, if your insurance pays less than is expected, you will be responsible for any unpaid balance. This remaining balance must be paid within 90 days of discharge.

## PHYSICIANS

Hospital charges normally do not reflect the professional services of your physician, surgeon or other consultants. However, fees for radiologists and emergency room physicians are included in the hospital charges.

## SOCIAL SERVICES

Entering the hospital often brings to mind many questions and feelings of concern:

- Who will care for me after discharge?
- Who will help care for the people who depend on me?
- What financial resources are available to me if I am unable to return to work?
- How do I get the medical equipment I need?
- How can I cope with all of this?



The Social Services Department at Willis-Knighton consists of caring professionals who have the answers to these questions and many others. They understand that you may feel lost, overwhelmed – even frightened – and offer encouragement and practical solutions.

The social services staff assists with nursing home placement, coordination of services of state and federal agencies, hospice placement and arrangements with equipment companies. The staff can also provide you and your family with emotional support and counseling.

#### **SOCIAL SERVICES OFFICE HOURS:**

Monday through Sunday: 8:00 a.m. - 4:30 p.m.

A worker is also on call after office hours. Ask the hospital operator to page a social services staff member.

#### **OUR PHILOSOPHY OF CARE**

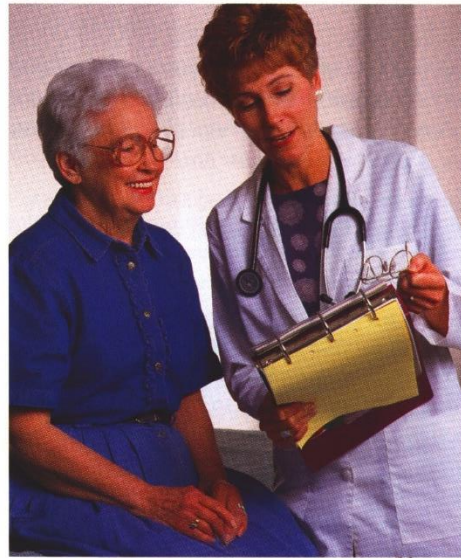
Willis-Knighton Health System has long been dedicated to providing the highest level of care. Your comfort and well-being are our highest concern. We sincerely appreciate your choice of Willis-Knighton for your healthcare needs. You can expect prompt, courteous service at all times because, as healthcare professionals, it is our privilege to serve you.

If you experience a problem with your care, you may speak to a nursing supervisor, 24 hours a day, by dialing "0" for the operator.

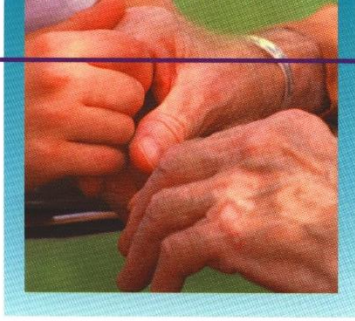
#### **ADVANCED DIRECTIVE/LIVING WILL**

Willis-Knighton Health System also affirms your right to make decisions regarding your medical care, including the decision to discontinue treatment, to the extent permitted under the Self Determination Act. We will assist you in the exercise of these rights and inform you of any responsibilities you may have in exercising these rights.

Please feel free to contact your social services worker, nurse or physician about any questions you may have about this subject. We will do our best to answer your questions or direct you to the proper source for answers.







# THE PATIENT'S BILL OF RIGHTS

## ACCESS TO CARE

Individuals shall be accorded impartial access to treatment or accommodations that are available or medically indicated, regardless of race, creed, sex, national origin, religion or source of payment for care.

## RESPECT AND DIGNITY

Patients have the right to considerate, respectful care at all times and under all circumstances, with recognition of their personal dignity.

## PRIVACY AND CONFIDENTIALITY

Patients have the right to refuse to talk with or see anyone not officially connected with the hospital, including visitors or persons officially connected with the hospital but who are not directly involved in their care.

Patients have the right to wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedure or treatment.

Patients have the right to be interviewed and examined in surroundings designed to assure reasonable visual and auditory privacy. This includes the right to have a person of one's own sex present during certain parts of physical examination, treatment or procedures performed by a health professional of the opposite sex; and the right not to remain disrobed any longer than is required for accomplishing the medical purpose for which the patient was asked to disrobe.

Patients have the right to expect that any discussion or consultation involving their case will be conducted discreetly, and that individuals not directly involved in their case will not be present without their permission. Patients have the right to have their medical records read only by individuals directly involved in their treatment or the monitoring of its quality, and

by other individuals only through their written authorization or that of their legally authorized representative. Patients have the right to expect all communications and other records pertaining to their care, including the source of payment for treatment, to be treated as confidential.

## PERSONAL SAFETY

Patients have the right to be placed in protective privacy when considered necessary for their personal safety. Patients also have the right to expect reasonable safety insofar as the hospital practice and environment are concerned.

## IDENTITY

Patients have the right to know the identity and professional status of individuals providing service to them, and to know which physician or other practitioner is primarily responsible for their care. This includes their right to know of the existence of any professional relationship among individuals who are treating them, as well as the relationship to any other healthcare or educational institutions involved in their care.

Patients have the right to refuse participation in clinical training programs or in the gathering of data for research purposes.

## INFORMATION

Patients have the right to obtain, from the practitioner responsible for coordinating their care, complete and current information concerning the diagnosis (to the degree known), treatment and any known prognosis in terms they can understand. When it is not medically advisable to give such information to the patient, the information should be made available to an appropriate family member, designee or legally-authorized individual.

## COMMUNICATION

Patients have the right of access to people outside the hospital by means of visitors and through verbal and written communication. When patients do not speak or understand the predominant language of the community, they will have access to an interpreter.

## CONSENT

Patients have the right to reasonable informed participation in decisions involving their healthcare. To the degree possible, this should be based on a clear, concise explanation of their condition and of all proposed technical procedures, including the possibilities of any risk of mortality, serious side effects or problems related to recuperation and probability of success.



Patients also have the right to be informed of medically significant alternatives for care or treatment. Patients should not be subjected to any procedure without their voluntary, competent and understanding consent, or that of their legally authorized representative.

Patients have the right to know who is responsible for authorizing and performing the procedures or treatment.

Patients shall be informed if the hospital proposes to engage in or perform human experimentation or other research/ educational projects affecting their care or treatment, and the right to refuse to participate in any such activity.

### CONSULTATION

Patients, at their own request and expense, have the right to consult with a specialist.

### REFUSAL OF TREATMENT

Patients may refuse treatment to the extent permitted by law. When refusal of treatment by a patient or their legally authorized representative prevents the provision of appropriate care in accordance with ethical and professional standards, the relationship with the patient may be terminated upon reasonable notice.

### TRANSFER AND CONTINUUM OF CARE

Patients may not be transferred to another facility unless they have received a complete explanation of the need for transfer and of the alternatives to such a transfer, and unless the transfer is acceptable to the facility.

Patients have the right to be informed by the responsible practitioner or their delegate of any continuing healthcare requirements following discharge from the hospital.

### HOSPITAL CHARGES

Regardless of source of payment for their care, patients have the right to request and receive an itemized, detailed explanation of the total bill for services rendered in the hospital. Prior to termination, patients have the right to timely notice of reimbursement by any third-party payer for the cost of their care.

### HOSPITAL RULES AND REGULATIONS

Patients should be informed of the hospital's rules and regulations applicable to their conduct as a patient. Patients are entitled to information about the hospital's mechanism for the initiation, review and resolution of patient complaints.

### RIGHTS OF MINOR PATIENTS

When the patient is a minor (under 18 years of age), the next of kin or legal guardian is legally responsible for authorizing medical and hospital services. However, minors should be allowed to participate in decisions made about their care to the extent possible, with regard to their capacity to understand treatment options and outcomes.

### WITHHOLDING / WITHDRAWING OF RESUSCITATIVE / LIFE-SUSTAINING PROCEDURES

Patients have the right to request the withholding of resuscitative services and the withholding/withdrawing of life-sustaining procedures. When patients request that resuscitative or life-sustaining procedures be withheld or withdrawn, hospital policy will be followed. These policies were developed in consultation with the medical staff and approved by the governing body.

### THE POLICIES DESCRIBE:

- A) The mechanism(s) for reaching decisions about the withholding of resuscitative services from the individual patients or for continuing or withdrawing of life-sustaining treatment.
- B) The mechanism(s) for resolving conflicts in decision-making, should they arise.
- C) The role of physicians and, when applicable, of nursing personnel, other appropriate staff and family members in the decision to withhold resuscitative services, forego or withdraw life-sustaining treatment.

The rights of patients will be respected when the withholding or withdrawing of life-sustaining procedures is requested.

### RESOLUTION OF CONFLICTS

If there are questions or difficulties regarding any facet of your care or these rights, request help from your patient representative, nursing staff, physician, social services worker or a member of the administrative staff. Do not hesitate to present your concerns to the patient representative, nursing supervisor, and/or the administration. Complaints will not compromise care during your hospitalization or future admissions to the hospital.

*Willis-Knighton Health System does not discriminate on the basis of race, color, national origin, handicap or age in access to, treatment or employment in its programs or activities. The Director of Legal Affairs has been designated to coordinate efforts to comply with section 504 of the Rehabilitation Act of 1973 and its implementing regulation which prohibits discrimination on the basis of handicap.*





# PATIENT RESPONSIBILITIES AND DISCHARGE INFORMATION

## PROVIDING ACCURATE INFORMATION

Patients are responsible for providing, to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to their health. Patients are responsible for reporting unexpected changes in their condition to the responsible practitioner. Patients are also responsible for making it known whether they clearly comprehend a contemplated course of action and the expected results.

## FOLLOWING INSTRUCTIONS

Patients are responsible for following the treatment plan recommended by the practitioner primarily responsible for their care. This may include following the instructions of nurses and allied health personnel as they carry out the coordinated plan of care and implement the responsible practitioner's order, and as they enforce the applicable hospital rules and regulations. Patients are responsible for keeping appointments, and for notifying the responsible practitioner or the hospital if they are unable to do so for any reason.

## REFUSAL OF TREATMENT

Patients are responsible for their actions if they refuse treatment or do not follow the practitioner's instructions.

## HOSPITAL CHARGES

Patients are responsible for assuring that the financial obligations of their healthcare are fulfilled promptly.

## HOSPITAL RULES AND REGULATIONS

Patients are responsible for following hospital rules and regulations affecting patient care and conduct.

## RESPECT AND CONSIDERATION

Patients are responsible for being considerate of the rights of other patients and hospital personnel, and for assisting in the control of noise, not smoking and limiting the number of visitors. Patients are responsible for being respectful of the property of other persons and the hospital.

## DISCHARGE INFORMATION

Willis-Knighton provides discharge planning. This process assures that when you leave us, the steady flow of medical care you may need will not be interrupted.

A nurse will come to your room with discharge papers for you to fill out and sign. At this time, you will be reminded of post-hospital instructions. Depending on your physician's instructions, you may also have scheduled visits from a social services staff member, dietitian, physical therapist or any of the various specialists on staff at Willis-Knighton.

Once your discharge paperwork is completed, an attendant will assist you into a wheelchair and take you to the discharge exit. The wheelchair is standard procedure required by hospital regulations, so relax and enjoy the ride!

### ACCREDITATION

Willis-Knighton Medical Center, Willis-Knighton South, WK Bossier Health Center and WK Pierremont Health Center have been fully accredited by the Joint Commission on Accreditation of Health Care Organizations (JCAHO). The JCAHO consists of representatives of the American College of Physicians, American College of Surgeons, American Medical Association, American Dental Association and the American Hospital Association. JCAHO Accreditation is proof that Willis-Knighton delivers the highest quality healthcare possible to our patients and the public, and that we comply with stringent standards of care developed by experts in the healthcare field.

### THE HEALTH SYSTEM IS AFFILIATED WITH:

Louisiana State University Medical Center, a university teaching hospital with three professional schools.

### THE WILLIS-KNIGHTON HEALTH SYSTEM IS A MEMBER OF:

The American Hospital Association  
The Louisiana Hospital Association  
The Southeastern Hospital Conference  
The Northwest District of the Louisiana Hospital Association  
Governance 100 Healthcare Forum

### THE HEALTH SYSTEM IS LICENSED BY:

The State of Louisiana Department of Health and Hospitals

### THE HEALTH SYSTEM IS CERTIFIED BY:

United States Department of Health and Human Services  
(for participation in Medicare)

### ONE OF AMERICA'S TOP 100 HOSPITALS

Willis-Knighton was named one of the "Top 100 Hospitals in America" in a 1994 study by HCIA, a major healthcare information company.

### VHA

Willis-Knighton Medical Center, Willis-Knighton South, WK Bossier Health Center and WK Pierremont Health Center are members of Voluntary Hospitals of America (VHA), a preeminent, not-for-profit health system spanning the nation. This affiliation exemplifies our commitment to provide lower cost and exceptional patient care while reinforcing our leadership role as a progressive, comprehensive medical facility working to keep your trust.



**WILLIS-KNIGHTON  
MEDICAL CENTER**

2600 Greenwood Road  
Shreveport, LA 71103

Operator – 212-4000

Admitting – 212-4010

Business Office – 212-4030

Emergency Department – 212-4500

Social Services – 212-4650

**WILLIS-KNIGHTON SOUTH**

2510 Bert Kouns Industrial Loop  
Shreveport, LA 71118

Operator – 212-5000

Admitting – 212-5010

Business Office – 212-5030

Emergency Department – 212-5500

Gift Shop – 212-5455

Social Services – 212-5650

**WK BOSSIER  
HEALTH CENTER**

2400 Hospital Drive  
Bossier City, LA 71111

Operator – 212-7000

Admitting – 212-7010

Business Office – 212-7030

Emergency Department – 212-7500

Gift Shop – 212-7779

Social Services – 212-7650

**WK PIERREMONT  
HEALTH CENTER**

8001 Youree Drive  
Shreveport, LA 71115

Operator – 212-3000

Admitting – 212-3010

Business Office – 212-3030

Emergency Department – 212-3500

Social Services – 212-3650



Health+Match – 212-9562  
(A Free Physician Referral Service)

Pastoral Care – 212-4561

[www.wkhs.com](http://www.wkhs.com)