

Patient admission information



...because your life matters

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Welcome to Via Christi Hospital

Via Christi Hospital is committed to providing quality health care services in a manner that is consistent with our Mission and Core Values. With that in mind, we've established privacy, registration, billing and payment guidelines.

The registration process

Providing us with accurate and complete information during the registration process is vital in ensuring that you receive a positive health care experience. We will ask you to sign forms that authorize release of information, assign insurance benefits to the hospital and explain our privacy practices.

Health insurance card

Please have a current copy of your health insurance card available for photocopying. We ask for this card at each visit to ensure we have your most current information when we bill your insurance. Please review your health insurance coverage or call your insurance company to clarify your specific benefits and requirements. Many insurance plans require prior approval before services can be covered.

Preregistration and preadmission

To expedite registration, please call 316.719.3020 for Via Christi Hospital St. Francis, St. Joseph or St. Teresa before your scheduled service date so that pertinent demographic and insurance information can be verified. When possible, you will be preadmitted and the method of payment verified prior to admission.

Precertification

Most imaging and surgical procedures require prior authorization or preapproval by your insurance company; failure to get such approval may result in your claim being denied for payment. Prior to preregistration, please contact your insurance company for an authorization or precertification number and have that number ready when you preregister.



Patient rights and responsibilities

You have the right to:

- Be treated in a dignified and respectful manner and receive care by competent personnel.
- Receive care that respects your values and beliefs.
- Make health care decisions and have the information necessary to make treatment decisions reflecting your wishes and to request a change of your physician due to religious or other reasons.
- Have your doctor and any other person you wish called to let them know you are being admitted to the hospital.
- Be told the names of the doctors, nurses and other caregivers and how they will be involved in your care.
- Be transferred to another facility at your request, and also to know why you are being transferred to a different unit or different facility if the hospital chooses to transfer your care.
- Receive care in a safe setting and be free from abuse and harassment.
- Contact protective services.
- Be free from any form of restraint or seclusion that is not needed because of your medical condition.
- Obtain consultation with another physician or practitioner at your request and own expense.
- Hospital services without discrimination based upon your culture, age, gender, race, color, natural origin, sexual orientation, spiritual beliefs, socioeconomic status, language or disability.

- Have your pain treated.
- As much privacy as possible, including making confidential calls and receiving unopened mail.
- Wear your own clothes, keep your own personal possessions and certain toilet articles, and keep and spend your own money.
- Be given information in a way you can understand.
- Be told about your illness. You make the decision, along with your doctor, about what treatments you want. You will be told by your doctor how a treatment could help you, the side effects of a treatment and other options that might be available to you. If something goes wrong during your treatment, you have the right to be told.
- Receive a copy of your medical record — or let your representative read your medical record — in a reasonable amount of time, and as within the limits of the law. If you think something needs to be changed, you may request an amendment to correct the error.
- Access your medical records online through the *myViaChristi* patient portal. Request an invitation and provide your PIN at registration or discharge to be emailed an invitation.
- Help decide how you want to be cared for, especially if you become very sick. If you are too sick to decide what you want or to speak for yourself, any written instructions you have prepared may be reviewed for direction on how to plan your care. An individual you have legally appointed to speak for you may be contacted to help with your plan of care, or your family will be asked to help make decisions.

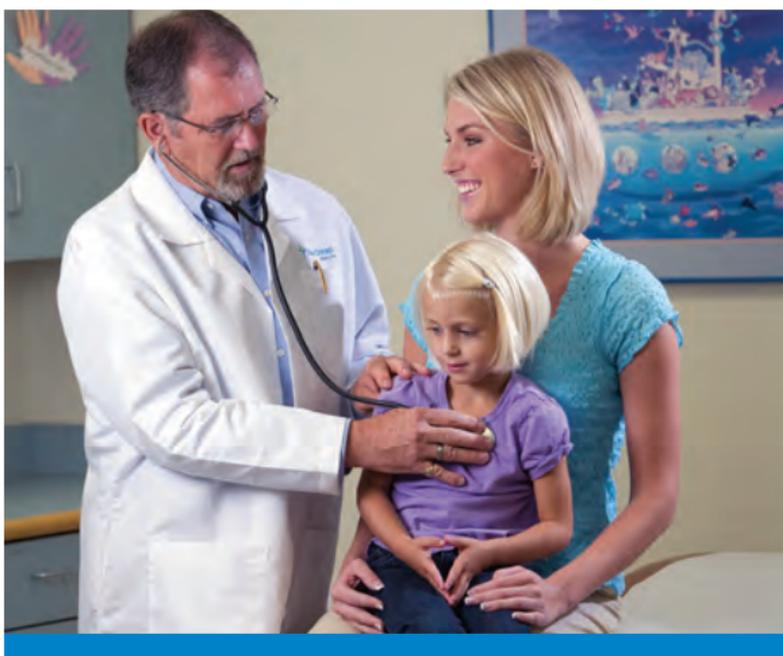
- Advance directives if you want them. Advance directives are documents that express your wishes or designate someone to speak for you if you are unable to speak for yourself.
- Consult with someone from the Ethics Committee if you have a question or disagreement between you, your family, your personal representative or your caregivers about your care.
- Reach a hospital chaplain through a nurse or call your own spiritual advisor.
- Have your questions about organ or tissue donation answered and your wishes carried out, if possible.
- Communicate with people outside the hospital, and ask for help doing this when you need it.
- Choose visitors and a support person of your choice, and to ask visitors to leave.
- Be notified of reasons for visitor restrictions.
- Ask other people in the room to leave if you are receiving a treatment and they are not part of your care.
- Refuse treatment, to the extent permitted by state law and to be informed of the medical consequences of refusing treatment.
- Refuse to take part in a research project. When considering experimental treatment, you will be given information about how it will or will not help you, what will be done and choices of other treatments.
- Refuse consent to the creation of recordings, films or other images for any purpose other than for your care or your identification.
- Refuse to perform work duties other

than taking care of your own personal things.

- Receive an itemized bill.
- Be told about the facility's business arrangement with anyone involved with providing or billing you for your care.

You are responsible for:

- Giving us accurate and complete information about you and matters relating to your health.
- Asking questions when you don't understand something.
- Following your treatment plan and telling your doctor or nurse if you think you will have problems carrying them out.
- Understanding that there are risks for refusing treatment or not following instructions.
- Asking for pain relief when pain first begins and telling your doctor or nurse if your pain is not relieved.
- Giving us a copy of any advance directive you may have.
- Giving us information for insurance claims.



- Paying your bill and working with us to make payment arrangements.
- Following hospital rules, including the “No Smoking,” “No Illegal Drugs” and “No Weapons” policies.
- Respecting the rights of other patients, staff and doctors.
- Making your concerns and complaints known.
- Managing your possessions, if you choose to bring them to the hospital.

Additional stipulations

Via Christi Rehabilitation Hospital

Medicare requires Via Christi Rehabilitation Hospital to collect information about you to help Medicare evaluate and pay our hospital. Like other health information, the information will not be shared with others except for purposes allowed by law. You may refuse to answer questions. You may see, review and request changes to the information that is collected.

Via Christi Behavioral Health Center

Voluntary behavioral health care patients may request discharge from the facility by giving a written request for discharge to treatment personnel. Your physician will discharge you, after receiving your written request, within a reasonable amount of time not to exceed three days (excluding weekends and holidays), unless a judge requires you to stay longer.

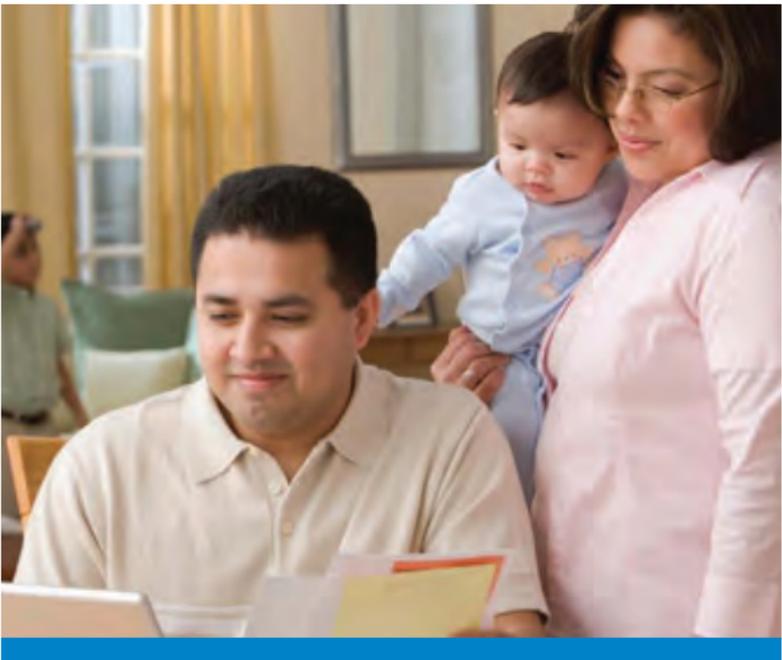
Billing information

Insurance billing

If you have health insurance, you will be asked at each visit to provide proof of insurance coverage and to assign benefits. As a routine practice, the hospital collects copays, coinsurance, deductibles, past due balances and/or deposits at time of service or upon discharge. If you are unable to pay, please discuss your situation with a financial counselor. For your convenience, the following payment options are offered:

- Payment online: viachristi.org
- Cash, personal checks, money orders and debit cards
- Visa or MasterCard
- Via Christi-sponsored payment plans

If your insurance cannot be verified or you do not assign benefits to us, you will be expected to pay your bill at the time of service. If insurance payments are not received within 60 days of the date billed, you may be asked to assist us in resolving any insurance issues.



Self-pay billing and discounts

Patients receiving hospital services who do not have any insurance will automatically receive a self-pay discount from standard charges. Via Christi reserves the right to completely or partially reverse financial assistance in the event a patient is non-compliant or receives record from a third-party or other source.

Physician billing

Professional fees charged by physicians and professionals involved in your care will be billed separately from the fees charged by the hospital. Physicians who may bill you may include, but are not limited to:

- Primary care physicians
- Specialty care physicians
- Pathologists
- Radiologists
- Anesthesiologists
- Advanced practice nurses
- Physician assistants

Payment terms and options

As a routine practice, the hospital collects copays, coinsurance, deductibles, past due balances and/or deposits at time of service or upon discharge. If you are unable to make payment, please discuss your situation with a financial counselor. For your convenience, the following payment options are offered:

- Payment online: viachristi.org
- Cash, personal checks, money orders and debit cards
- Visa or MasterCard
- Via Christi-sponsored payment plans

Delinquent accounts

Unpaid balances with no satisfactory payment arrangements will be considered delinquent 30 days from the date of discharge and may be placed with a collection agency or law firm for collection.

Financial Assistance Program

At Via Christi Hospital, patients receive necessary medical care regardless of their ability to pay. Services are provided without regard to culture, age, gender, race, color, national origin, sexual orientation, spiritual beliefs, socioeconomic status, language or disability. Trained financial counselors are available to discuss individual needs. We will review your eligibility for financial assistance and assist you in making payment arrangements.

Financial counselors are available
Monday through Friday, 8 a.m–4 p.m.
Call 316.268.5178, option 2

Accountable Care Organization

Medicare Shared Savings Program Accountable Care Organizations

Via Christi Hospitals in Wichita are participating in a Medicare Shared Savings Program Accountable Care Organization (ACO).

ACOs are groups of doctors and other health care providers who voluntarily work together with Medicare to give you high quality service and care at the right time, in the right setting. You benefit because your doctors will be part of a better coordinated team. Each of your doctors will not only know about the health issues they've treated, they will have a more complete

picture of your health through talking with your other doctors.

An ACO is not a Medicare Advantage plan or an HMO plan. If you have traditional Medicare, you still have the right to see any doctor or hospital who accepts Medicare, at any time.

If you have questions, please call your physician or visit **healthieryou.org**. You can also visit **medicare.gov/acos.html** or call 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048 and tell the operator you are calling about ACOs.

Decreasing your risk of infection

Infection is one risk of having surgery. We take steps to decrease hospital-acquired infections as part of our effort to promote high-quality care.

The sicker you are before surgery, the higher your risk of infection.

Here are easy ways you and your family can help:

Wash your hands

Hand washing is the most important way to decrease the spread of infection. Start by requesting everyone who touches you to wash their hands.

How to wash your hands

- Use soap and warm water, or, if your hands do not appear dirty, an alcohol-based hand sanitizer.
- Rub your palms, fingernails, between your fingers and the backs of your hands for at least 15 seconds — the time it takes to sing “Happy Birthday” twice.

When to wash your hands

- Before touching or eating food
- After using the bathroom
- After touching surfaces in a hospital room
- After coughing or sneezing
- After changing a diaper
- After touching the dressing on a wound
- Before entering and after leaving a hospital room.

Cover your mouth and nose

Keep tissues handy when you sneeze or cough. Germs can travel more than three feet. If you don't have a tissue, cover your mouth and nose with the bend of your elbow or hands. Remember to wash your hands after coughing, sneezing or touching a tissue.

If you are sick, avoid contact with others

Don't shake hands or touch others. If you are in isolation for a contagious illness, such as flu, encourage visitors to limit their hospital visits.

Make sure your vaccinations are current



The chance of a surgical site infection is greater if:

- You have a weak immune system
- Your surgery lasts longer than three hours
- Your surgery is done in an emergency due to trauma
- You are already fighting an infection
- You have diabetes, cancer or kidney disease

To lower your risk of infection:

- If you are diabetic, talk to your doctor about how to improve the control of your blood sugar. High blood sugars increase the risk of infection.
- Stop smoking, preferably at least one month before scheduled surgery. Smoking decreases blood flow and oxygen to the wound, which slows healing.
- Eat healthy foods such as fruits, vegetables, breads, dairy products, meat and fish; take vitamins and minerals if you are not getting enough nutrients in your food. Lose weight if you are over the recommended weight for your height.
- Follow instructions for caring for your wound at home. Always keep it clean and dry.
- Watch your wound for signs of infection and report them to your health care provider.
- Before you leave the hospital, make certain you know who to call if you develop a sign of infection, such as:
 - Pain or hot, hard or red areas around the wound
 - Fever

- Increased wound drainage that is thick, bloody or smells bad
- Failure to heal over time

Central line infections

Patients who need frequent intravenous medications, blood, fluid replacement or nutrition may require the placement of a special tube or catheter called a central venous line or central line.

Because the line can stay in place up to several weeks, germs can grow in the line and spread to the blood. A catheter-related bloodstream infection is very serious.

To protect against a central line infection, your health care provider will:

- Wash his or her hands with soap and water or an alcohol-based hand sanitizer.
- Dress in a sterile gown and gloves, wear a mask and cover his/her hair, then cover you, except for a small hole where the line is inserted.
- Clean your skin with a special antiseptic (iodine or chlorhexidine) before the line is inserted.
- Select the best vein for this type of line, most often in the upper chest for adults.
- Check the line every day to watch for signs of infection. The line will be taken out as soon as it is no longer needed, not on a set schedule.



Decreasing infections from multidrug-resistant organisms

Over time, germs can change and develop resistance to antibiotics. To help prevent the increase of multidrug-resistant organisms:

- Many infections are caused by viruses and do not respond to antibiotics.
- Don't insist on an antibiotic you may not need.
- Take antibiotics exactly as directed.
- Take all the pills, even if you feel better before they are gone.
- Do not save antibiotics for a later time or share them with others.
- If you are admitted to the hospital with an infection from a multidrug-resistant organism or develop one during your hospital stay, you will receive specific information about that organism and the necessary contact precautions to prevent its spread.
- There may be signs on your door informing visitors of special precautions when entering and leaving your room.

Accessing your Via Christi health care records online

myViaChristi is a secure website for accessing your family's health records. It connects all of your Via Christi care providers, giving you one-stop access to your future health care information.

- Access health care records for all of your Via Christi providers in one place
- Request Via Christi Clinic appointments and prescription refills
- Send secure messages directly to your Via Christi Clinic providers
- Review your lab and test results

- Review your appointments and procedures
- Download patient education materials

An in-person visit at a Via Christi location is required to sign up for *myViaChristi*. At registration or discharge, request that you be registered for access to *myViaChristi*.

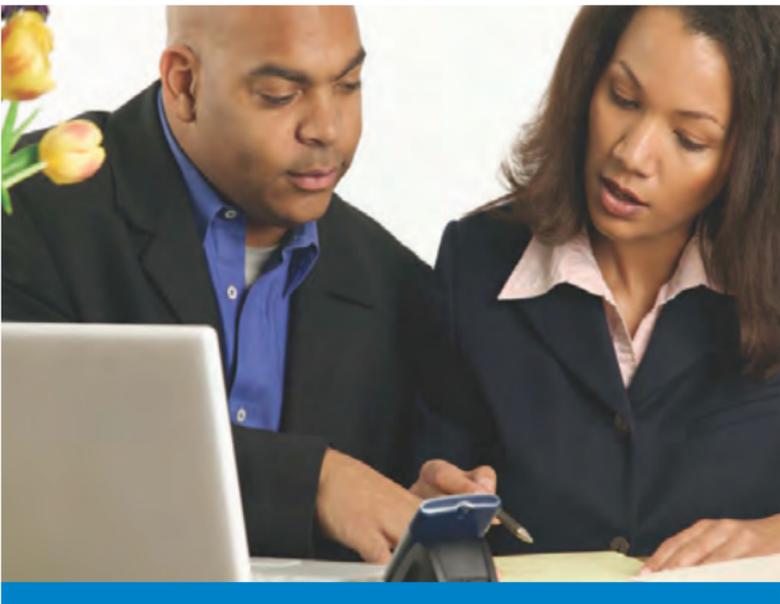
For more information visit viachristi.org/myviachristi

Questions or concerns

If you have concerns about the care you or your family received, we encourage you to speak with your physician, your nurse or the unit clinical care coordinator or director. After hours, contact the house manager by dialing the operator.

You have the right to appeal concerns about your care.

- Department of Health Services Adult Care Complaint Hotline: [800.842.0078](tel:800.842.0078)
- Kansas Medicaid Consumer Assistance: [800.766.9012](tel:800.766.9012)
- KEPRO (Medicare): [855.408.8557](tel:855.408.8557)
- The Joint Commission Office of Quality Monitoring: [800.994.6610](tel:800.994.6610)



Our Mission

Inspired by the Gospel and our Catholic tradition, we serve as a healing presence with special concern for our neighbors who are vulnerable.

Our Core Values

Service of the Poor

Generosity of spirit, especially for persons most in need

Reverence

Respect and compassion for the dignity and diversity of life

Integrity

Inspiring trust through personal leadership

Wisdom

Integrating excellence and stewardship

Creativity

Courageous innovation

Dedication

Affirming the hope and joy of our ministry

Via Christi Hospitals

929 N. St. Francis
3600 E. Harry
14800 W. St. Teresa

Via Christi Rehabilitation Hospital

1151 N. Rock Road

Via Christi Hospital Customer Service

316.268.5178, select option 1

Via Christi Physician Billing

316.268.8131

Via Christi Rehabilitation Customer Service

316.268.6875

Hours of Operation

Monday–Friday
8 a.m.–4:30 p.m.

viachristi.org

Via Christi offers a continuum of care from the birth of a child to enhancing the lives of older adults.

Via Christi is an Equal Opportunity (EOE) and Affirmative Action Employer. We support diversity in the workplace.