

# A GUIDE FOR PATIENTS AND VISITORS



Milbank Area  
Hospital

Avera 

# WELCOME TO MILBANK AREA HOSPITAL AVERA

**Dear Visitor,**

Milbank Area Hospital Avera is a community organization. Our staff is united by a desire to have a positive impact on our community, both as individuals and as an organization. We strive to distinguish ourselves as a caregiver, employer and neighbor.

On behalf of the staff, we welcome you and want to assure you that we will do everything we can to meet or exceed your expectations. Our exceptional staff is the foundation of our success and is committed to assisting you during your stay and through your recovery. As an organization committed to serving our patients, we strive for 100% patient satisfaction.

The information provided in this handbook gives an overview of our services and explains the procedures Milbank Area Hospital Avera follows to ensure you receive the highest quality of care during your stay. We believe it is important for you and your family to be comfortable communicating with your caregivers, so please do not hesitate to ask questions or seek assistance from our staff.

Marc Lemon  
Administrator



# Table of Contents

## PATIENT INFORMATION

Your Stay: What You'll Need .....	5
Your Room .....	5-7
• Telephone	
• Useful Phone Numbers	
• Television	
• Temperature	
• Leaving the Unit	
How to Contribute to Your Safety .....	7
Guide to Bed Safety .....	8
Help Us Reduce Your Risk of Falling .....	8-9
Medication Safety .....	9-10
Patient Rights .....	10-12
Patient Responsibilities .....	12-13
Health Care Decisions – FAQs .....	14-16
Your Discharge .....	16
Your Bill .....	17-18

## ABOUT THE HOSPITAL

Cafeteria .....	19
Chapel Hours .....	19
Pastoral Care .....	19
Church Directory .....	19-20
Safety and Security .....	21
• Tobacco Use	
• Fire Drills	
• Severe Weather	

## VISITOR INFORMATION

Visiting Guidelines and Hours .....	21-22
Gifts for Patients .....	22
Family and Visitor Waiting Areas .....	22
Motel Accommodations .....	22
Restaurants .....	23

<b>HOSPITAL SERVICES</b> .....	<b>24</b>
--------------------------------	-----------

# PATIENT INFORMATION

## **Your Stay: What You'll Need**

While many items you will need during your stay at the hospital will be provided for you, there may be some that you will want to bring with you. Prior to entering the hospital, you may find it helpful to pack the following. If you did not have the opportunity to prepare for your admission, perhaps a relative or friend can bring them to you.

- Pajamas or nightgown  
(If you prefer, a hospital gown will be provided)
- Robe
- Slippers
- Eyeglasses
- Personal toiletry items  
(toothbrush and paste, mouth wash, lotion, etc.)
- A list of all your current medications with doses and dosing schedule, please include all:
  - Over-the-counter medications
  - Herbal medications
  - Sample medications from your physician
  - The name of the pharmacy(s) where your medications are filled

If you wear glasses, contact lenses, hearing aids or prosthetic devices, please put them in their cases and keep them in a secure place when they are not in use. If you wear dentures, please ask your nurse for a container. Do not wrap dentures in a tissue or a paper towel as they could easily be discarded by accident.

## **What not to bring:**

Patients are asked not to bring items of value to the hospital. If you do bring a valuable item, it can be stored in the hospital safe located in our business office. Milbank Area Hospital Avera does not accept responsibility for any lost items of value.

## **Your Room**

Your room assignment at Milbank Area Hospital Avera is based upon your admitting diagnosis and the bed availability on the day of your admission. We know that a hospital environment may seem strange to you at first, but we've tried to make your room as cheerful and comfortable as possible. If you find a problem with your room please let your nurse know.

## **Telephones:**

Telephones are provided in each room at Milbank Area Hospital Avera. Local and toll-free calls may be made, without charge. If you need to make long distance phone calls, please notify your nurse and they will be able to dial out for you at the nurse's station.

Your family and friends can call you directly by dialing area code (605), prefix 432 and then 3 plus your room number. For example, if you are in room 118, they would need to call (605) 432-3118.

See **Useful Phone Numbers** listed on the next page.

## Telephones: (cont.)

### USEFUL PHONE NUMBERS

Administration — (605) 432-3214  
Business Office/Patient Billing — (605) 432-4538  
Nurses Station — (605) 432-3285  
Social Services — (605) 432-3162

## Television:

A television is provided for each room's use. There is no charge for this service. If you are hearing impaired, close-captioned television is available for you (please ask your nurse for this service). Please be considerate of other patients by playing TV softly and by turning it off at bedtime. The following is a list of channels offered here.

---

## TELEVISION CHANNELS

3	Local Channel	36	NICKELODEON
4	KCPO	37	CARTOON NETWORK
5	KDLT-NBC	38	TV LAND
6	KDLO-CBS	39	A&E
7	KTTW-FOX	41	ANIMAL PLANET
8	KWCM-PBS	42	DISCOVERY CHANNEL
9	KABY-ABC	43	LEARNING CHANNEL
10	MY NETWORK TV	44	SCI-FI CHANNEL
11	KDSD-PBS	45	HISTORY
12	WEATHER CHANNEL	46	ESPN
13	KCCO-CBS	47	ESPN2
14	CNN	49	FSN NORTH
15	ABC FAMILY	50	AMC
16	THE CW	52	TURNER CLASSIC MOVIES
17	TV GUIDE NETWORK	53	BRAVO
18	KAUN-ION	56	FX NETWORK-EAST
19	QVC SHOPPING CHANNEL	57	TBS
21	WGN	58	USA NETWORK
23	MIDCONTINENT CHANNEL	59	TNT
24	FOX NEWS	60	SPIKE TV
25	MSNBC	61	COMEDY CENTRAL
26	HEADLINE NEWS	62	E! ENTERTAINMENT
27	CNBC	63	MTV
28	LIFETIME	64	VH1
29	WOMEN'S ENTERTAINMENT (WE)	66	GREAT AMERICAN COUNTRY
30	FOOD NETWORK	67	DISCOVERY HEALTH
31	TRAVEL CHANNEL	68	SPEED CHANNEL

---

## **Temperature**

Each patient room is equipped with its own thermostat. Please ask one of your care providers to adjust the temperature to a comfortable setting.

## **Leaving the Unit**

If you want to leave your room, please check first with your nurse to make sure the doctor has given approval and to let staff know where you can be reached. It's important to stay in your room until your doctor has made rounds and treatments have been completed.

To leave the facility to go out on pass, you need to have an order from your doctor, sign a pass out, and when you come back in, and you need to be back before midnight.

## **How You Contribute to Your Safety While at Milbank Area Hospital**

- Caregivers should confirm your identity before administering medication or starting treatment. Feel free to remind them to do so.
- If you think a caregiver has you confused with someone else, speak up.
- Make sure caregivers know about your health history.
- Give your doctor and other caregivers a list of all medicines you are taking.
- Be involved in planning your care throughout your hospital stay. Ask questions about what you need to care for yourself after discharge.
- Ask your doctor or caregiver to explain why a test or treatment may be needed.
- Remind caregivers to have you mark the site of a surgical procedure.
- Make sure to ask for results of any test or procedure. Do not assume the results are normal.
- If you don't recognize a medication, ask your caregiver to check it before you accept it.
- Notify the nurse if you think you are experiencing a side effect or reaction to a medication.
- Always feel free to ask questions of those caring for you and speak up if a situation feels unsafe.
- Remember you are not home; request assistance when getting out of bed.
- Hand-washing is the most important thing we do to stop the spread of infection and we encourage its practice by patients, visitors and caregivers.

## **Guide to Bed Safety**

Side rails are available on all beds within the hospital. Typically, only the upper side rails are used for most patients.

### **Benefits of upper bed rails include:**

- Aiding in turning and repositioning within the bed
- Providing a hand-hold for getting into or out of bed
- Providing a feeling of comfort and security
- Easy access to bed controls

Patients who have problems with memory, sleeping, incontinence, pain, uncontrolled body movement or who get out of bed and walk unsafely without assistance, must be carefully assessed to determine how to keep them from harm, such as from a fall. Upper and lower bed rails may be set to help provide safe care.

Some potential risks of using both upper and lower bed rails include:

- Injury when patients or a part of their bodies are caught between rails or between the bed rails and mattress
- More serious injury from falls when patients climb over rails
- Feeling isolated or unnecessarily restrained
- Preventing patients who are able to get out of bed from performing routine activities such as going to the bathroom

When upper and lower bed rails are used, staff will continually assess the patient's physical and mental status and determine how to optimize patient safety. If you are concerned about using bed rails, talk with your caregivers to determine if there are other alternatives or to learn how they can help you adjust to the use of bed rails.

## **Help Us Reduce Your Risk of Falling**

We want to keep you as safe as possible while you are in the hospital. Like anywhere else, accidental falls may occur. Several factors may increase your risk of falling:

- Unfamiliar surroundings
- Medication
- Not eating or drinking for periods of time
- Tubes or other equipment attached to your body

### **Review the following guidelines to learn how you can help prevent falls.**

- Please use your call light and wait for help to arrive. We are happy to assist you.
- Follow your doctor's orders and/or nurse's instructions whether you must stay in bed or require help when getting up.
- Wear low-heeled shoes or non-skid slippers while walking.

- Sit on the edge of the bed for a short time before standing up. Getting up too quickly may make you feel faint or dizzy.
- Do not use the IV pole or bedside table to lean on. Both have wheels and are not sturdy enough to support you.
  - Keep your phone and personal items within reach.
  - Turn room lights on before getting up.

## **Medication Safety**

Milbank Area Hospital Avera has a system of checks and balances in place to make sure that medications are used safely and effectively. Each medication is checked and double-checked by pharmacy and nursing staff. As a patient or family member, you share the responsibility for safe medication use. Here are some things you can do to ensure safe medication use for you and your family:

- When you are admitted to the hospital, bring a list of all the medications you are taking. Please bring all your current medications in their original containers with you to the hospital for a nurse or doctor to review. They will be kept in the pharmacy until your discharge.
- Each time a new medication is prescribed, make sure that the doctor, nurse or pharmacist answers the questions listed at the end of this section. Ask what the medication looks like and how often it is administered.
- If a nurse comes to replace an IV solution or administer a medication, ask what it is for. Look at all medicines before you take them. For example, if the nurse gives you a green tablet and you think it should be orange, ask questions. It might be a generic drug or it might be the wrong drug.
- Do not let anyone give you medications without checking your hospital ID.
- Before any test or procedure, ask if it will require any dyes or medicines. Remind your nurse or doctor if you have any allergies to medications or radiological dyes.
- Medications you take while in the hospital are all prescribed by a doctor, dispensed by the hospital's pharmacy and administered by a nurse. DO NOT use your own medications. DO NOT keep personal medications at your bedside. DO NOT administer your own medications while you are in the hospital. This includes vitamins, herbal products, birth control pills, metered dose inhalers, sublingual nitroglycerin and antacids.
- When you are ready to go home, have the nurse or pharmacist go over each medication with you and a family member. Update your medication list from home if any prescriptions change or if new medications are added.

## **Medication Safety (cont.)**

- Pharmacists are available to answer questions about your medications any time during your hospital stay. They can help design drug administration schedules that consider your lifestyle and help you stay compliant with your medications.
- You are encouraged to ask questions about any medications you are receiving. We would like to investigate any concerns or questions from patients and families prior to dispensing and /or administering the medication if possible.

**NOTE:** Occasionally you may take a medication that fits the following criteria. It is only in these limited situations that Milbank Area Hospital Avera will allow administration of your own medication by the nursing staff, and only after the medication has been identified by the pharmacy.

- Medicare patients on observation status for payment purposes
- To finish a short course of antibiotic or antibiotic eye drops very recently prescribed
- Some vitamins and herbal medication that you wish to continue that are not available from the hospital pharmacy if authorized by your doctor

## **Patient Rights**

We are dedicated to providing you with the best possible health care. As part of this commitment to quality care, we want to make sure you are treated with dignity and respect, and that you are given all the information you need to understand your condition and make decisions about your treatment. These components of care are known as your Patient Rights. In addition, there are some Patient Responsibilities you have that can help us work together to ensure you receive quality care. Please take time to read about your Patient Rights and Responsibilities. Your health care professionals are available to answer any questions you may have.

### **1. Respectful Care**

You have the right to be treated with dignity, concern and respect. You have the right to care that takes into account the social, spiritual and cultural matters that have an effect on your illness.

### **2. Complete Information**

You have the right to and are encouraged to obtain from your doctor complete and current information about your diagnosis, treatment and treatment outcomes in words that you can understand. You have the right to know the names and roles of the professionals taking care of you.

### 3. Care Decisions

You have the right to participate in making decisions about the medical care you receive. Others may be included in care decisions. You have the right to agree to or refuse treatment as permitted by law and hospital policy, and to know the end result of your action. If you refuse a suggested treatment, you will receive other care and services as needed. The hospital will make every attempt to provide you with care based on the seriousness of your illness and the hospital's ability to treat you. You can expect to be told about care alternatives when hospital care is no longer appropriate. When medically proper and legally permitted, or on your request, you may be transferred to another facility. Upon your request, you have the right to have a family member or representative and your own doctor notified promptly on your admission to the hospital.

### 4. Restraints

You have the right to be treated in the least restricted way that preserves your safety and that of other patients and staff. This means that you will be free from physical restraints and excessive medications unless necessary for the protection of your health or safety.

### 5. Pain Management

You have a right to receive information about pain and pain relief measures. You can expect staff commitment to pain management and health professionals who respond to your reports of pain. You can expect that your reports of pain will be believed and that pain management will be provided.

### 6. Advance Directive

You have the right to have an advance directive such as a living will, health care proxy or durable power of attorney for health care. You have the right to have hospital staff and other health care providers in the hospital act in accordance with these directives. These documents state your wishes about treatment or name someone to decide for you if you are unable to do so. You should give a copy of your advance directive to the hospital and your doctor at the time of admission.

### 7. Patient Needs

**Privacy:** You have the right to every consideration of privacy. All parts of your medical care, examination and treatment will be conducted so as to protect your privacy.

**Confidentiality:** You have the right to expect that all communications and records related to your care will be treated as confidential by the hospital, except when reporting is permitted or required by law.

## **7. Patient Needs (cont.)**

**Security:** You have the right to have all care and treatments provided to you in a safe and secure area.

**Communication:** You have the right to expect unrestricted access to communication. When it is necessary to restrict visitors, mail, telephone calls or other forms of communication as a part of your care, you have the right to be included in any such decision. You have the right to expect any communication to be given in a language you can understand.

## **8. Review Records**

You have the right to review the records related to your medical care and to have the information explained or interpreted as necessary, except when restricted by law. You have the right to access this information within a reasonable time frame. You have the right to request amendments or corrections to your medical record.

## **9. Business Relationships**

You have the right to ask about, and be informed of, the existence of business relationships among the hospital, educational institutions, other healthcare providers or payers that may influence your treatment and care.

## **10. Research Treatment**

You have the right to know about research or experimental treatment that your doctor may make available. You have the right to consent to or refuse to participate in proposed research studies or experimental care.

## **11. Hospital Policies**

You have the right to be informed of hospital policies and practices that relate to patient care treatment and responsibilities. You have the right to be informed of available resources for resolving problems or questions about quality of care, such as ethics committees or patient representatives. You have the right to expect a timely response to your problem or question. You have a right to be informed of the hospital's charges for services and available payment methods.

## **Patient Responsibilities**

### **1. Correct and Full Information**

You are responsible for providing information to health care providers about symptoms, past illnesses, hospitalizations, medications or other pertinent information.

You are responsible for informing your health care providers about any changes in your condition.

## **2. Responsible for Your Actions**

To participate effectively in decision-making, you are encouraged to take responsibility for asking questions about your care.

You are responsible for following the care, service or treatment plan developed for you. You should express any concerns you have about your ability to follow and comply with the proposed care plan or course of treatment. You are responsible for understanding the consequences of the treatment alternative and not following the proposed plan. You are responsible for the outcomes if you do not follow the care, service or treatment plan.

## **3. Pain Management**

As a patient of this hospital, you are responsible for expressing your expectations regarding pain and pain management and discussing pain relief options with your doctors and nurses. Please work with them to appropriately assess your pain and develop a pain management plan. Ask for pain relief when your pain first begins and tell your doctor or nurse if your pain is not relieved.

## **4. Advance Directive**

You are responsible for making sure that the hospital has a copy of your living will and/or durable power of attorney for health care if you have one.

## **5. Following Rules and Regulations**

You are responsible for following the hospital's rules and regulations concerning patient care and conduct.

You are responsible for considering the privacy and rights of others when you have visitors or are using the television, radio or telephone.

## **6. Payment of Bills**

You are responsible for providing necessary insurance information and for working with the hospital to make payment arrangements when necessary.

Your safety is important to us. If you have questions or concerns, please let us know. Your caregiver is your advocate, so he or she should be the first person involved and we encourage you to ask questions of them. Feel comfortable taking your concerns to a higher level, such as asking to speak to the department manager/director. Should you have a concern that is unresolved, you have the right to contact:

South Dakota Department of Health  
600 E Capitol Avenue  
Pierre, SD 57501  
(605) 773-3361

## Health Care Decisions – Frequently Asked Questions

- **What are choices of care?** This is simply a determination of how much the medical team should do to prolong life, in light of expected outcomes. Determining the choices of care involves balancing the burdens of a particular therapy against the benefits of that therapy to the patient. For example, if a terminally ill person's heart should stop (cardiac arrest), should medical personnel attempt to restart it with cardiopulmonary resuscitation (CPR)? Further, when might a critically ill person who may not recover decide to forego further aggressive medical care and choose to be kept comfortable?
- **What is life-sustaining treatment?** Life-sustaining treatment maintains life when an organ or body system has ceased to function at a level adequate for survival. Life sustaining technologies include antibiotics and other medications, IVs, machines or medical procedures that can keep a person alive.
- **What about pain and suffering?** Regardless of any decision about choice of care or termination of any life-sustaining treatment, the person will continue to receive appropriate medical and nursing care necessary to attempt to ease pain and suffering.
- **What about hydration and nutrition?** Life can be sustained by artificial food and water given intravenously or by inserting a tube through the nose or stomach. Under certain circumstances, artificial hydration and nutrition (like any other form of medical treatment) may be determined to be a greater burden than benefit to the person and thus may be withheld or withdrawn.
- **What is a “no code” or “do not resuscitate” (DNR) order?** Every person admitted to this facility will receive life-sustaining treatment, including CPR, unless a decision not to code (not to revive from apparent death) has been previously made. A “No Code” or “DNR” order is made only after thoughtful discussion between the physician, a competent person and any others involved in the decision-making process. If a decision is made that one should not receive life-sustaining treatment and the physician authorizes a “No Code” or “DNR” order, it does not mean that all medical and nursing care will be withheld. Supportive care will continue to be provided.
- **Can someone else make choices for me?** You may select another individual to make health care decisions for you if you are unable to speak for yourself. This designation is made by signing an advance directive, such as a durable power of attorney for health care and/or a “living will.”

- **What is a durable power of attorney for health care?** A durable power of attorney for health care document authorizes another person to make health care decisions for an individual who, temporarily or permanently, can no longer make or communicate such decisions. The term “durable” means the individual appointed is authorized to make health care decisions on behalf of the person who becomes incapacitated – for example, a person who is in a coma after a car accident. Without a durable power of attorney for health care, the family member making the health care decision for you may not be the individual you would select.
- **For what period of time is a durable power of attorney for health care effective?** Durable powers of attorney for health care are effective until revoked or death occurs. At least every two years, the document should be reviewed to ensure the individual appointment and the health care decisions expressed are still appropriate.
- **What is a living will?** A living will is a document which specifies a person’s choices of life-sustaining treatment to be received should the need arise. Unlike the durable power of attorney for health care, a living will normally does not allow for the appointment of an individual to make health care decisions.
- **Who should be appointed to make my health care decisions?** Think carefully about who will best be able to speak for you on health care matters. For many, this will be a spouse or adult child, but anyone may be appointed, including a friend. Evaluate whether the individual could be available when health care decisions need to be made.
- **Can the individual appointed make a decision contrary to my expressed wishes or against medical practice?** No. The individual must follow your expressed wishes stated in your advance directive and must consider the physician’s recommendations. The decision by the individual appointed must be in accordance with accepted medical practice, and in this facility, with the Ethical and Religious Directives for Catholic Health Care Services.
- **Will this facility always follow directions either specifically stated in the living will or as authorized to be made by the appointed individual under my durable power of attorney for health care?** This facility is a member of Avera Health, a Catholic health care organization, and has adopted the Ethical and Religious Directive for Catholic Health Care Services approved by the National Conference of Catholic Bishops. These directives prohibit certain treatments or non-treatments as not in keeping with Catholic doctrine. If your request of the individual appointed under a durable power of attorney for health care would violate one of these directives, then the request would be

denied and treatment alternatives discussed. Examples of prohibited treatment/non-treatment actions include, but are not limited to, euthanasia, abortion and non-medically necessary sterilization.

- **What if I don't have an advance directive?** If you do not have an advance directive and you become unable to make decisions about your health care, your physician or health care provider will ask your spouse or closest available relative for consent. This traditional practice has been enacted into law in some states so that health providers have specific guidance on which relatives to contact and in what order to contact them.

If relatives are not available to give consent for treatment, such laws normally protect the physician or health care provider in the event treatment is provided.

In most non-emergency cases, and all emergency cases, this facility and its medical staff will err on the side of supporting life.

## **Your Discharge**

When your doctor decides you are ready to leave the hospital, a discharge order will be written. Your doctor and our staff will give you instructions about post-hospital care. If you have questions about your diet, activities, follow-up appointments or other things, please ask your nurse or another care team member. You may want to make arrangements to have a family member or a friend help you when it's time to go home. Here are some other important things to remember:

### **Checkout Time**

Once your doctor has approved your dismissal, you are free to leave Milbank Area Hospital Avera after your nurse has reviewed the discharge instructions with you. Please notify your nurse if you cannot leave at that time so alternate arrangements can be made. Insurance companies generally do not compensate their policy holders for extra time in the hospital after the doctor has approved them for discharge.

### **Personal Belongings**

Be sure to collect all your belongings and check your room for any personal items. If you have stored anything in the hospital safe, your nurse can notify the appropriate staff to have those items returned to you.

### **Medications**

You will receive prescriptions for any new medications. You may receive paper prescriptions or the prescriptions may be called to your pharmacy for you to pick up there after you leave the hospital. It is encouraged that you fill your new prescriptions at your regular pharmacy so a complete inventory of your medications can be at your pharmacy. We can help you make a list of your current medications. Just ask your nurse.

# Your Bill

Milbank Area Hospital Avera is committed to providing the best possible care for you and your family. In addition to caring for your medical needs, we also want to help you understand your financial responsibility as a patient.

## 1. Your Insurance Information:

You will be asked to provide or present all insurance/third party payer information. This is usually found on your insurance card so please have your insurance cards with you when visiting with a pre-admission representative by phone or when you come to the hospital. While Milbank Area Hospital Avera will file insurance claims on your behalf, this does not release you from any responsibility for charges billed to your account. Your insurance contract is between you and your insurance company.

## 2. Payments Due Prior to Service:

Payment of deductibles, co-payments and non-covered services are expected at or prior to the time of service. All payments may be made by cash, credit card or check.

## 3. Insurance Payments

It is important for you to know your particular insurance plan coverage and the co-payment requirement. Milbank Area Hospital Avera cannot predict which services individual insurers will cover. Your employer or insurance agent can provide you with coverage information.

*Under certain circumstances, there are specific outpatient tests that may not be covered by Medicare. As a result, you may be financially responsible for the services rendered. If you have questions, contact Medicare at 1-800-633-4227.*

Many insurers limit payments to the “usual, customary and reasonable payment.” We do not accept payment limitations from insurance companies with whom we do not participate or have contractual arrangements.

Milbank Area Hospital Avera will allow your insurance company reasonable time to process your claims and remit payment. Usually, this is 30 days from our billing date. Please recognize that we have no authority or responsibility with your insurance carrier.

Medicare, Medicaid and insurance benefits are payable directly to the hospital. Other commercial insurance policies will allow you to assign your benefits directly to the hospital.

If you do not have any insurance coverage or have balances due after your insurance has paid your claim, you will be responsible to make

the appropriate financial arrangements with Milbank Area Hospital Avera Business Office.

#### **4. Charges**

Our daily rates cover your room, nursing care, meals, housekeeping, laundry and other services necessary to keep you comfortable during your stay. Daily room charges are made for the day of admission and each day you are a patient.

Your statement may include such charges as medications, special supplies, rehabilitative therapies, radiology services, laboratory work, blood transfusions, occupational therapy, speech therapy, anesthesia, operating room and, in the case of our maternity patients, labor and delivery charges.

The fees charged by your physicians, consulting physicians, pathologists and radiologists will be separately billed directly to you. For example, although x-rays are taken and developed by the hospital's radiologic technologists, they must be read and interpreted by a radiologist.

Thus, the x-ray fee listed on your hospital statement refers to the x-ray technical service only. You will receive a separate statement from the radiologist who interprets the x-ray film.

#### **5. Billing/Statement Information**

If Medicare covers you, you will receive statements after Medicare pays.

All other statements are generated every four weeks. The status of your account will be noted on each statement. An itemized statement of your services will be sent to you upon request.

#### **6. Where to Call for Billing and Payment Questions**

If you have any questions about your statements or wish to visit with a billing representative, please call:

**Milbank Area Hospital Avera Business Office**  
**(605) 432-3200**

**Business Office hours: 8 a.m. – 5 p.m. Monday-Friday.**

#### **Additional Customer Service Numbers:**

**Medicare 1-800-247-2267**

**SD Division of Insurance (605) 773-3653**

# About The Hospital

## Cafeteria Hours

The Cafeteria at Milbank Area Hospital Avera is open daily from 7 a.m. to 7 p.m. and is located on the west side of the hospital near the main entrance. Hot meals are served for lunch and supper with those hours being: 11 a.m. to 1:30 p.m. and then again from 4:30 p.m. to 6:30 p.m. Otherwise, cold items (such as sandwiches, muffins, cookies) are available during the cafeteria hours. Vending machines are also available 24 hours within the cafeteria.

## Chapel Hours

The Chapel is located in St. Williams Care Center and is open to the public 24 hours. Visitors of all faiths are welcome to visit the chapel for worship services, prayer and meditation. Catholic Mass is celebrated at 10 a.m. (Mon-Sat) and 10:30 a.m. Sunday. A non-denominational prayer service is offered at 2 p.m. Thursday.

## Pastoral Care

A member of our Pastoral Care department is available as needed. To speak to someone from Pastoral Care, ask one of the caretakers and they will contact them for you. If you need help contacting your church, a member of the Pastoral Care department can assist in contacting them as well. Below is a list of churches in the area.

## Church Directory

Please see the attached list of church's in the area:

### American Evangelical Lutheran (ELCA)

401 S Flynn Drive  
PO Box 287  
Milbank, SD 57252  
(605) 432-5566 (C)  
Pastor Craig Werling  
Pastor Janine Rew-Werling  
(605) 432-6572 (H) or  
(605) 949-0558 or (605) 949-0559 (C)  
[www.americanlutheran.com](http://www.americanlutheran.com)

### Bethlehem Lutheran (MO Synod)

RR 4 Box 41 (Alban Township)  
Milbank, SD 57252  
Pastor Kim Kanitz  
(605) 623-4280 (H) • (605) 623-4281

### Calvary Assembly of God

1210 S Dakota Street  
Milbank, SD 57252  
(605) 432-4769 (C)  
Pastor Mike Doran  
(605) 432-6043 (H) or  
(605) 949-3051 (cell)

### Central United Methodist

201 S 5<sup>th</sup> Street  
Milbank, SD 57252  
(605) 432-4766 (C)  
Pastor Mark Phillips  
(605) 432-5363 (H)  
[www.milbankcume.org](http://www.milbankcume.org)

## **Church Directory (cont.)**

### **Christ Episcopal**

203 S 4<sup>th</sup> Street  
Milbank, SD 57252  
Father Les Campbell  
(605) 432-4019

### **Emanuel Lutheran (MO Synod)**

701 S 1<sup>st</sup> Street  
Milbank, SD 57252  
(605) 432-9555 (C)  
Pastor James Wiese  
(605) 432-5118 (H) or  
888-235-9559 (C)

### **First Congregational – UCC**

407 E 3<sup>rd</sup> Avenue  
Milbank, SD 57252  
(605) 432-4701 (C)  
Pastor Colleen Natalie-Lees  
(605) 432-5714 (H)

### **Milbank Christian Fellowship**

111 W 5<sup>th</sup> Avenue  
Milbank, SD 57252  
(605) 432-5676 (C)  
Pastor Mike McDaniel  
(605) 467-0368 (C)  
Emmanuel Lapp  
(605) 676-2374

### **Parkview United Methodist**

1101 S 2<sup>nd</sup> Street  
Milbank, SD 57252  
(605) 432-6718 (C)  
Reverend Beth Conrad  
(605) 862-8281 (H)

### **Peace Evangelical Lutheran (WELS)**

1501 Aspen Drive  
Milbank, SD 57252  
Pastor Jason Schulz  
(605) 432-5464

### **St. Lawrence Catholic**

113 S 6<sup>th</sup> Street  
Milbank, SD 57252  
Father Ken Lulf  
(605) 432-5353 or  
(605) 769-1005 (C)  
[www.stlawrencemilbank.com](http://www.stlawrencemilbank.com)

### **St. William's Catholic Chapel**

100 S 9<sup>th</sup> Street  
Milbank, SD  
Father Matthew Kowalski  
(605) 520-7407 (C) or  
(605) 432-5108  
[matthewk@bluecloud.org](mailto:matthewk@bluecloud.org)

### **Valley Baptist**

409 W 6<sup>th</sup> Avenue  
Milbank, SD 57252  
(605) 432-5780 (C)  
Pastor Dennis Webber  
(605) 432-4947 (H)  
[www.valleybaptistlive.com](http://www.valleybaptistlive.com)

## **Safety and Security**

### **Tobacco and Smoking Policy**

The hospital is a smoke free environment and patients and visitors are reminded that smoking is not permitted anywhere inside or outside on the Milbank Area Hospital Avera Campus.

### **Fire Drills**

For your protection, the hospital conducts fire drills regularly. If a drill occurs while you are here, please remain in your room and do not become alarmed. The hospital is a fire resistant building and the staff is trained in fire protection. The staff will let you know if any action needs to occur.

### **Severe Weather**

In the event of severe weather, your nurses and other hospital staff may move you to another area of the hospital. Please follow the directions of the hospital staff and do not become alarmed. The procedures developed help to ensure the safety and care of our patients and visitors during tornadoes and other severe weather.

## **VISITOR INFORMATION**

Milbank Area Hospital Avera recognizes the importance of family, friends and other outside support to a patient's recovery. Visitors are welcome; however, the hospital must protect a patient's right to privacy, minimize disruptions in patient care and maintain a safe environment. Please follow the guidelines listed. If you need additional information, please check with your nurse.

### **Visiting Guidelines**

The following are general guidelines for visitors at Milbank Area Hospital Avera:

- General visiting hours are flexible, but 11:30 a.m. to 9 p.m. is preferred.
- The hospital's front entrance is open from 6 a.m. to 10:30 p.m. each day. During overnight hours, a doorbell will alert nurses to your presence at the front door and a telephone is provided at the Emergency Room entrance.
- The number of visitors a patient has in his/her room should be based on the patient's condition, and visitors in semi-private rooms should be considerate of both patients. Also, the patient's condition should be taken into account when visitors consider the length of their visits.
- Visitors may not smoke in patient rooms or anywhere on hospital grounds.

## Visiting Guidelines (cont.)

- Visitors should assist in maintaining a quiet environment and avoid unnecessary noise.
- People with colds, sore throats or any contagious diseases should not visit to avoid infecting patients.
- Visitors may be asked to leave the room during tests, treatments or when the doctor or nurse needs to see the patient. This is to protect our patients' privacy.
- Some situations are appropriate for bringing children to the hospital and others are not. Children under age 14 must be accompanied by a responsible adult when visiting patients or waiting in a hospital lounge.
- Pets are generally not allowed on nursing units, with the exception of service animals (such as seeing eye dogs). Talk with your nurse about special circumstances.
- Visitors must dress appropriately and wear shoes.

Please note that we have provided signage throughout the hospital to help patients and visitors find their way. If you become lost or would like help to your desired location, please ask any Milbank Area Hospital employee and they will be happy to help you find your destination.

## Gifts For Patients

Visitors should check with the nurse before bringing gifts of food or drink to patients. We prefer flowers from a florist only, and latex balloons are discouraged. Please check with the nurse to make sure your gift is appropriate.

## Family And Visitor Lounges

At Milbank Area Hospital Avera, there are several different waiting areas for visitors and families depending on the size and intended use. There is a large waiting area in the front lobby, a hospice waiting area and a surgical/procedure waiting area. Please ask any Milbank Area employee for an escort or directions to these areas.

## Accommodations

Milbank offers three motels that provide a comfortable, convenient place to rest and rejuvenate, while maintaining quick and easy access to the hospital. Please contact one of the motels listed for further information.

**Lantern Motel**  
S Hwy 15 and 77  
Milbank, SD 57252  
(605) 432-4591  
800-627-6075

**Manor Motel**  
East Hwy 12  
Milbank, SD 57252  
(605) 432-4527  
866-432-8661

**Super 8 Motel**  
1205 E Hwy 12  
Milbank, SD 57252  
(605) 432-9288  
800-800-8000

## Restaurants

Several restaurants throughout the area can accommodate your needs. Please contact specific restaurant below for additional information.

### **Casey's Carryout Pizza**

302 E 4<sup>th</sup> Avenue  
Milbank, SD 57252  
(605) 432-7932

### **Hardee's**

1201 E Hwy 12  
Milbank, SD 57252  
(605) 432-4916

### **Hong Kong House II**

114 Main Street  
Milbank, SD 57252  
(605) 432-1177

### **Hot Stuff Pizza**

Food -n- Fuel  
103 W 4<sup>th</sup> Avenue  
Milbank, SD 57252  
(605) 432-6678

### **Lantern Inn**

S Hwy 15 & 77  
Milbank, SD 57252  
(605) 432-4421

### **Mall Café**

Milbank Mall  
Milbank, SD 57252  
(605) 432-5562

### **Millstone Family Restaurant**

107 E 4<sup>th</sup> Avenue  
Milbank, SD 57252  
(605) 432-6866

### **Pizza Hut**

1201 E Milbank Avenue  
Milbank, SD 57252  
(605) 432-9311

### **Pizza Ranch**

306 S Main Street  
Milbank, SD 57252  
(605) 432-5200

### **Subway &**

### **TCBY Treats**

307 W 4<sup>th</sup> Avenue  
Milbank, SD 57252  
(605) 432-4515

### **Taco John's**

219 W 4<sup>th</sup> Avenue  
Milbank, SD 57252  
(605) 432-4906

### **Trevett's Café**

406 W 4<sup>th</sup> Avenue  
Milbank, SD 57252  
(605) 432-6334

### **Triple Dip Lodge**

312 S Main Street  
Milbank, SD 57252  
(605) 467-0333

# HOSPITAL SERVICES

Milbank Area Hospital Avera is proud to serve the health needs of people throughout our region with services provided by experienced, highly trained physicians. Regular visits from subspecialists help patients receive the exceptional medical care they need, right where they live.

## Hospital Services

- Chemotherapy
- Critical Care
- CT Scan
- Diagnostic Radiology and Ultrasound
- 24-hour Emergency Care
- Laboratory/Blood Bank
- Digital Mammography
- MRI Scan
- Mobile Nuclear Medicine
- Newborn Nursery
- Orthopedic Services
- Pain Management
- Pediatrics
- Respiratory Therapy
- Same Day and Inpatient Surgery
- Sleep Study Lab
- Behavioral Health
- Social Services
- Urology Services
- OB/GYN Services
- Bone Density Scans

## Rehabilitation Services

- Cardiac Care and Rehabilitation
- Occupation Therapy
- Physical Therapy
- Speech Therapy
- Pulmonary Rehabilitation

## Home Care

- Home Health Services
- Home Infusion
- Physical, Speech and Occupational Therapy
- Skilled Nursing Care
- Wound and Ostomy Care

## Hospice

- Respite Care
- Acute Care
- Residential Hospice Care

## Telehealth Services

- Dermatology Consultation
- Psychology
- Wound Care
- Infectious Disease
- OB Ultrasound
- Internal Medicine
- Pulmonology

# Milbank Area Hospital

Avera 

901 East Virgil Avenue • Milbank, SD 57252  
**(605) 432-4538**