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Welcome to Billings Clinic

At Billings Clinic, we are a dedicated team of health care professionals with one goal in mind: to offer you the best and safest care possible. We know that good care involves more than good medicine. That’s why our concern for you extends to every part of your stay. We want your experience to be as safe, pleasant and comfortable as possible.

Use this guide to learn more about the services and resources that are available to you and your visitors. In this guide, we will offer you pointers on how you and your family can become more actively involved in your health care. This guide is also available online at billingsclinic.com. We would like to extend our thanks for choosing Billings Clinic.

About Billings Clinic

Based in Billings, Montana, Billings Clinic is a not-for-profit health care organization where specialists work together for our mission of providing health care, education and research to our local community and the region.

Our Mission
Health Care, Education, Research

Our Vision
Billings Clinic will be a national leader in providing the best clinical quality, patient safety, service and value.

Our Values

Quality – We are committed to a high standard of quality and value to achieve optimal clinical outcomes.

Service – Our goal is to deliver outstanding service to our patients and communities in the region by anticipating and meeting their needs with compassion.

People – We respect and value each individual.

Teamwork – Each individual contributes as a member of the team accomplishing more than an individual can alone. Flexibility, mutual trust, and cooperation are essential.

Integrity – We take responsibility for our actions and communicate openly and honestly with each other and the public.

Personal Items and Valuables

Bring only essential items to the hospital, such as sleepwear and toiletries. For safety reasons, do not bring TVs, radios, hair dryers or other electric devices. Contact your nurse for more information.

- Valuables such as jewelry (wedding rings, watches, earrings, and necklaces), money and credit cards should be secured in the hospital’s safe. Please let your nurse know if you have valuables that need to be secured. Security will help account for them and get them secured.

- Billings Clinic is not responsible for loss of personal items and valuables that have not been secured by Billings Clinic staff.

- Billings Clinic is a tobacco and weapons free facility.
### Pain Scale

<table>
<thead>
<tr>
<th>Score</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Pain free</td>
</tr>
<tr>
<td>1</td>
<td>Very minor annoyance – occasional minor twinges</td>
</tr>
<tr>
<td>2</td>
<td>Minor annoyance – occasional strong twinges</td>
</tr>
<tr>
<td>3</td>
<td>Annoying enough to be distracting</td>
</tr>
<tr>
<td>4</td>
<td>Can be ignored if you are really involved in activities, but still distracting</td>
</tr>
<tr>
<td>5</td>
<td>Can’t be ignored for more than 30 minutes.</td>
</tr>
<tr>
<td>6</td>
<td>Can’t be ignored for any length of time, but you can still participate in activities.</td>
</tr>
<tr>
<td>7</td>
<td>Makes it difficult to concentrate, interferes with sleep. You can still function with effort.</td>
</tr>
<tr>
<td>8</td>
<td>Physical activity severely limited. You can read and converse with effort. Nausea and dizziness set in as factors of pain.</td>
</tr>
<tr>
<td>9</td>
<td>Crying out or moaning uncontrollably – near delirium.</td>
</tr>
<tr>
<td>10</td>
<td>Unconscious or pain may make you want to pass out.</td>
</tr>
</tbody>
</table>

It is important to report your pain. Report your pain when it is just beginning. Pain medicines work better if you take them when the pain is just starting. Tell the hospital staff where you are hurting. Point to the areas that hurt.

### Patient Safety

#### Billings Clinic’s “Call, Don’t Fall” Campaign

At Billings Clinic we have a campaign to help keep our patients safe from falls and fall-related injuries. As a patient you will see some of the precautions that we have in place to keep you safe. We may use a chair or bed alarm to remind you to call for your nurse as a safety precaution before attempting to get up. That is why we also work to educate the patient and family regarding their responsibilities. Often patients have lines that are connected, new medications that can disrupt balance, or increased weakness due to illness. If your health care team suggests that you use your call light, please wait for staff assistance.

### Patient Identification Process

To ensure safety and proper identification of our patients, we will ask you your full name and date of birth and will verify your name band whenever we give you medications, draw blood for lab tests or take you to a procedure.

### Medication Reconciliation and Safety

For your safety, every time you are a patient with us, we will ask you what prescription medications, over-the-counter medications, vitamins and herbal medications you are currently taking. An accurate medication list will help us take better care of you. Prior to your leaving, you will receive a new, updated list of all of the medications you should be taking while at home. This list should be carried with you and communicated to your pharmacist and your physician(s).

Help us provide safe care and take an active role in medication safety during your hospitalization. Here are some things that you should do to prevent medication errors during your hospitalization.

1. **Share your medication list.**
   - Bring your medications with you to the hospital.
   - Make sure that your medication list is accurate.
   - It should include prescription medications, over-the-counter products, herbal and dietary supplements.
• After your nurse and doctor have seen the medications, send them home with your family. While you are in the hospital you may not need the same medications. The hospital will provide you with the medications that you need during your hospitalization.

2. Discuss allergies and the type of reaction you have
• Inform nurses and doctors of any allergies that you have including allergies to food, latex, intravenous dyes, and any medications. It is a good idea to keep a list of your allergies with your medication list along with the type of reactions you experience when exposed to the substance.

3. Discuss alcohol and other substance use
• As a part of your health history, your doctor and nurse will ask you if you drink alcohol or use any illegal or prescription drugs that have not been prescribed to you. It is important to be honest because alcohol and other drugs may interfere with medications you will be taking in the hospital or change the way you respond to them.

4. Learn about new medications
• Ask your doctor or nurse about each medication you are receiving in the hospital and why you need it.

5. Review your discharge instructions
• An updated medication list will be sent home with you at discharge. Compare the list to the medications you took prior to the hospitalization. Discuss any new prescriptions or changes in your medications with your doctor and nurse. Make sure that you understand your new medication list. Ask questions. Don’t be embarrassed if you need more explanation. It is important to understand your medications and how to take them at home.

Preventing the Spread of Infection
You may be placed in isolation if you are found to be infected or a carrier of a germ that can be spread to others, or to provide protection from germs due to a weakened immune system.

There are four different types of isolation:

• Airborne
• Droplet
• Contact
• Neutropenic

The specific type of isolation depends on how the germ can be spread from one person to another. The purpose of isolation is to keep germs from spreading to other patients, visitors and hospital staff. If you have been placed in isolation, it is extremely important that you and your family members follow the isolation precautions listed below to help prevent the spread of infection.

• Encourage visitors to read the isolation sign posted on the door and follow instructions. We ask that children do not visit patients who are in isolation.

• Teach visitors to wash hands with soap and water or use hand sanitizer upon entering and exiting the room.

• Visitors generally are not asked to wear gown or gloves unless they are assisting with care.

• Ask for help from the nursing staff if necessary.

• Limit out-of-room activities unless approved by nursing staff.

1. Airborne
(TB, Measles, Chickenpox)
• These types of infections can be spread through the air by coughing, sneezing or talking. Anyone living in the same household may be tested to see if they are capable of spreading the disease.

• You or your family member have been placed in a room with a special airflow system. The door(s) to your room must be kept closed.

• Respirators will be worn by a person who enters the room unless otherwise instructed.

• If you are allowed to leave the room, you will be required to wear a mask.

2. Droplet
(Influenza, Pertussis, Bacterial Meningitis)
• These types of infections can be spread to others by coughing, sneezing or talking. They can also be spread by touching unwashed hands, used tissue, and
contaminated equipment or surfaces.

- Masks will be worn by all when entering your room. The door can remain open.
- You will be asked to wear a mask when outside the room.

3. Contact

- The infection can be spread by others through touch. To prevent spreading this infection, everyone taking care of you will wear a combination of gloves and a gown and occasionally a mask. This may vary depending on the type of care provided. If you leave your room, you will be asked to clean your hands and put on a clean gown.
- Some situations will require that you wear a mask. Visitors may be asked to wear a gown or gloves when visiting depending on the isolation category.
- It is important that visitors wash their hands or use an alcohol-based hand rub before leaving your room.
- Ask your doctor or nurse if you have any questions regarding isolation. If necessary, your nurse will tell you about special precautions to be used at home after discharge.

4. Neutropenic

This type of isolation is used for some patients undergoing treatment for cancer who have severely compromised immune systems.

Hand-washing Expectations (Caregivers and Family)

Hand hygiene will occur before and after a caregiver attends to you. Caregivers will either perform a soap and water hand wash or will use an alcohol-based hand sanitizer before and after caring for you. Please let us know if we have forgotten to clean our hands before touching you.

Visitors and family are also encouraged to wash their hands or use the alcohol-based hand sanitizer before entering and exiting the room.

You, as a patient, are encouraged to clean your hands before and after toileting and eating.

Hand-washing Procedure

A. Hand Wash

- Wet hands.
- Apply soap.
- Rub hands together for 15 seconds, creating a lather.
- Rinse with fingertips pointed down.

Alcohol Hand Rubs

B. Hand Sanitizer

- Apply two squirts of antiseptic solution to visibly clean hands.
- Rub solution on all surfaces of hands until product is dry.

Patient’s Active Involvement

Our goals at Billings Clinic are to make sure our patients and family members know how to report concerns regarding care, treatment, services and patient safety.

Condition H (Condition Help)

Billings Clinic is dedicated to providing outstanding and complete patient care. You are a vital part of the health care team and we invite you to take an active role in your care or your loved one’s care.

What is Condition H?

Condition H was created to give patients and family members an additional resource to obtain assistance with a concern.

When to report Condition H?

- If there is a serious change in the patient’s condition or there is an emergency situation that is not being addressed.
- If after speaking with a member of the health care team there continues to be serious concerns about the patient’s condition.
How to report Condition H?
Call extension 4300

The call center agent will ask for caller identification, room number, patient name and concern. Additional questions will be asked in order to determine the appropriate response. If you have any questions, please ask your nurse or health care provider.

The organization encourages patients and their families to report concerns about patient safety issues:

- Patients and families are actively involved in the plan of care by participating in Bedside Report.
- By actively asking patients about any concerns.
- Patients and families are provided the opportunity to express written and verbal concerns, complaints or grievances.

Patient Rights and Responsibilities

Patient Rights –
As a patient, your rights encompass:

Quality of Care
- Care which recognizes and maintains your dignity and values.
- A safe care setting.
- Care provided by competent personnel.
- To know the identity and professional status of your caregivers.
- Pastoral and/or spiritual support.
- Interpreters and/or special equipment to assist language needs.
- Information about care options that are available after discharge.

Confidentiality and Privacy
- Personal privacy within the law.
- Confidentiality of your medical and billing records.

Decision Making
- To receive all medical information regarding health status including alternatives and risks.
- To help plan your care, treatment and discharge.
- To participate in decisions about your care.
- To give informed consent prior to the start of any tests, surgery, procedure or treatment.
- To request a second opinion.
- To create advance medical directives and to have the intent of such directives honored to the extent permitted by law.
- To accept, refuse or withdraw from clinical research.
- To choose or change your health care provider.

Access to Medical Records
- To ask to review your medical records with your health care provider and to have the information explained and interpreted within a reasonable time frame. You may also access your health information through the patient portal at billingsclinic.com/mybillingsclinic

Seclusion and Restraints
- To be free of any sort of restraint unless medically necessary.

Pain Management
Pain or discomfort is an expected result of surgical and medical conditions. We would like you to:
- Ask your doctor or nurse any questions about pain or the treatment of pain.
- Be as comfortable as possible during your hospital stay within the context of safe and appropriate pain management.
• Tell the hospital staff how much pain you are experiencing, on a scale from one to 10, and which activities make it worse.
• Be treated for any side effects that pain medication may cause.

Grievance Process
• To voice a complaint to your health care provider without fear of reprisal.
• To receive a timely response with the results of your complaint.
• To request an Ethics Committee consultation and/or participate in ethical discussions, which arise in the course of your care.
• To communicate concerns by calling (406) 238-5771.
• To contact the Joint Commission at 1-800-994-6610 or complaint@jointcommission.org for unresolved concerns.

Billing
• A complete explanation of your bill.
• To speak with a financial counselor regarding your bill, insurance, co-pays and other means of payment.

Non-Discrimination
Billings Clinic is a not-for-profit health care organization committed to providing care to all persons regardless of race, creed, color, gender, sexual orientation, gender identity or expression, age, national origin or disability. We accept persons covered by Medicaid or Medicare and we offer substantial charity care and financial assistance to those in financial need.
• If this facility provides emergency services, it must not deny those services to a person who needs them but cannot pay for them.
• If you believe you have been discriminated against by Billings Clinic, contact Patient Relations at 238-5771 or the Office for Civil Rights at (303) 844-2024, TDD (303) 844-3439, or hhs.gov/ocr.

Patient Responsibilities – Help us take better care of you.
As a patient, you should be actively involved in your health care. Please know that we support you in meeting your responsibilities during your stay, such as:

Sharing Information
• Providing accurate and complete medical information to your health care providers.
• Understanding your treatment plan, asking questions, and informing staff when answers are not understandable or your treatment plan cannot be followed.
• Reporting any change in your condition.
• Presenting important valuables to hospital staff for safekeeping.
• Informing us of Advance Medical Directives.

Involvement
• Participating in your care.
• Following the advice of your health care team to the best of your ability.
• Accepting the consequences of your decisions if you refuse to follow recommended treatments and instructions.

Respect and Consideration
• Respecting the needs, rights and property of other patients, family members and caregivers.
• Being mindful of noise levels.

Insurance and Billing
• Knowing the extent of your insurance coverage. Knowing your insurance requirements such as pre-authorization, deductibles and co-payments.
• Calling Patient Financial Services with questions or concerns at (406) 238-2250.
• Meeting your financial obligations.

Advance Directives
Advance directives are legal directions written by you while you are mentally and physically able to do so, and they take effect when you can no
longer communicate your wishes. These directives make your wishes about what health care options you want clear and understandable. Living wills, durable power of attorney for health care forms, Five Wishes and organ donation cards are some examples of advance medical directives. If you have questions about advance directives, please discuss this with a member of your health care team.

Organ and Tissue Donation

Many people do not think about their own death and do not plan for organ or tissue donation. Montana residents may express their wish to donate organs on their driver’s license, which enters them into a state donor registry. A listing in the donor registry is legal consent for donation per Montana legislation. No additional consent is required from family members.

Federal and state laws require that hospitals offer organ and tissue donation as an option when it is appropriate. Your physician or a Billings Clinic representative can talk to you about organ donation following the death of your loved one. Although it is a difficult time for you and your family, be assured that any decision you make will be understood and supported.

Language Interpretation

Interpretive services for sign language or foreign language are available.

To get an interpreter, please call or have your nurse call 657-4760. We will have one sent to you as soon as possible.

Para conseguir a un interprete por favor, o tenga su llamada 657-4760 de la enfermera. Tendremos uno enviado a usted cuanto antes. (Spanish)

Si vous avez besoin d’un interprète français, veuillez appeler (ou bien demandez à votre infirmière d’appeler) le numéro 657-4760, et nous vous enverra quelqu’un dès que possible. (French)

Um einen Interpret zu erhalten benennen Sie bitte oder haben Sie Ihren Krankenschwesteranruf 657-4760. Wir haben ein so bald wie möglich geschickt Ihnen. (German)
for both the patient and the family or patient-selected representative.

Palliative care is provided by a team of doctors, nurses, and other specialists who work together with a patient’s other doctors to provide an extra layer of support working with the patient and family. It is appropriate at any age and at any stage in a serious or chronic illness and can be provided along with curative treatment.

Billings Clinic Palliative Care is here to help whenever there is a need. We take the well-being of the whole person into consideration. Because every person’s situation is unique, the care offered is tailored to fit the individual’s needs. This can include counseling for the patient and for the loved ones supporting them. Our team utilizes a variety of resources including:
- Spiritual
- Physical
- Financial guidance
- Emotional care

If you or someone you know would benefit from a Palliative Care consultation, please discuss this with your provider, nurse or care manager and ask about how to receive these services. This service is billed like any other medical service and is often paid by insurance.

**Pastoral Care Services**

If you are a patient, or a family member or friend of a patient, you may be going through a difficult time. Chaplains in our Pastoral Care Department are here to be as helpful and supportive as possible to you. No matter what your faith, you are welcome to call on them.

Chaplains seek to contribute to your healing in many ways. The care of a chaplain may involve:
- Spiritual and emotional care to help you and your family cope with illness.
- Support through trauma or emergencies.
- Sharing prayer, scripture, and sacraments.
- Visitation before surgery for spiritual and emotional support.
- Help in grief and loss.
- Assistance in connecting you with spiritual care resources important to you.
- Sharing joy over good news.
- Compassionate caring and listening.
- Accommodation of cultural spiritual practices when possible.

If you would like to contact a chaplain, please ask your nurse to assist you in arranging a visit or call the hospital operator (press ‘0’ on your telephone) and ask to be connected to the chaplain who is on-call.

If you are interested in a Bible or other spiritual resources, please call (406) 657-4747.

Deaconess Chapel is located in the first floor atrium of the hospital across from the pharmacy. The chapel is always open and is:
- A place where people of all faiths can pray and meditate.
- A sanctuary to refresh the heart and mind.
- A gathering place for worship.
- A source of sacred scripture as well as helpful information on a variety of concerns.

**Important Insurance Information**

If you have financial concerns about your surgery, procedure or hospital admission, please contact the Billings Clinic Patient Financial Representatives at (406) 238-2601.
About Insurance

Will Billings Clinic bill my insurance for me?
If you are insured and have provided us with your current insurance information, we will bill your insurance company.

- We allow 30 days from billing for your insurance company to make payment. If your account is not paid in that time, we will ask you for assistance to obtain payment from your insurance company.
- You are responsible for charges not covered by your insurance. Your insurance company can provide you with more information regarding your benefits.

Making Payments and Payment Arrangements
Payment for care is due within 30 days from the date that the service becomes your responsibility to pay.

Payment options available to you:
- Payment in full – you can pay your bill by cash, check, credit card, debit card, online at billingsclinic.com/mybillingsclinic or by providing your checking account information over the phone ("check by phone").
- Financial arrangements if you do not have insurance or have a balance due after your insurance payment.
- Interest free payment arrangements for up to 12 months.
- Bank loans for terms longer than one year.
- Financial assistance may be available for medically-necessary services.

What if I don’t have insurance?
Patients who are hospitalized at Billings Clinic Hospital, and are uninsured, will be visited by a financial representative to see if they qualify for Medicaid, Medicare, Disability, Veterans Administration, Crime Victims or Healthy Montana Kids. Financial Representatives are also certified to assist with the Health Insurance Marketplace for future care. Health insurance is not retroactive and will not cover care that has already been provided.

What if I can’t pay?
As a charitable organization, Billings Clinic provides medically-necessary services free or at a discounted rate to uninsured or underinsured patients who qualify under Billings Clinic’s Financial Assistance Program. The program has clear guidelines to determine who qualifies for free or discounted services, depending upon individual financial circumstances. Patients seeking financial assistance must fill out an application to be considered for assistance, which is available at billingclinic.com/financial or by calling Patient Financial Services.

Common Questions

Will I receive an itemized bill of all services received?
No. Itemized hospital bills are not automatically mailed to all patients in an effort to conserve paper and minimize waste. If you would like an itemized hospital statement, please call (406) 238-2250 or 1-800-332-7156, ext. 2250.

Will the hospital bill include physician services?
Yes. Billings Clinic bills for all services provided to our patients, including services provided by our emergency room physicians, radiologists, pathologists, surgeons and other specialists. Only the anesthesiologists bill separately.

I have additional questions. Who should I call?
Call Patient Financial Services at (406) 238-2250 or 1-800-332-7156, ext. 2250 Monday through Friday • 8 am to 5 pm.
If you are denied assistance and believe the determination does not accurately reflect your current situation, you may appeal the decision. To request an appeal, please submit a letter explaining why you feel the determination was not appropriate and include further information and clarification to:

Billings Clinic Patient Financial Services  
PO Box 35100  
Billings, Montana 59107-5100

**Visiting Billings Clinic**

**Visiting Hours**

Billings Clinic visitation guidelines are established to ensure a safe, quiet and healing environment while patients rest and recuperate during their hospital stay. Visitors may include families, friends, significant others, patient representatives, domestic partners, same-sex partners, and same-sex parents. If there is a need for someone to stay overnight with you, please let your nurse know so she/he can arrange for this. Dialysis, Family Birth Center, NICU, ICU and the Psychiatric Center have specific visitation times. Family members may call 238-2500 after-hours to check on you.

**General Visiting Hours:**

8 am to 8 pm

If you choose to be NOT LISTED in our patient directory:

Callers or visitors requesting information about a patient who chooses not to be listed in the patient directory will be informed that the patient’s name does not appear in our published patient directory. Telephone calls will not be transferred to the patient’s room, delivery of flowers or mail cannot be accepted, and the patient’s name will not appear on our roster for clergy visits.

**Sharing Information with Your Family (HIPAA Guidelines)**

Due to federal regulations regarding confidentiality we cannot disclose any health care information without your permission.

**Personal Pet Visitation**

Pets are not allowed in the hospital. Exceptions must be discussed with the department manager.

**Parking/Valet Service**

For your convenience we have valet parking service from 7:30 am to 4:30 pm Monday through Friday. If you would like to access this service, please pull up to the Commons entrance at 801 North 29th Street. The patient can then be transported to the hospital if needed.

**Deaconess Healing Garden**

The Deaconess Healing Garden, located north of the hospital between the Emergency & Trauma Center and the Family Birth Center, preserves and honors the rich heritage of the Deaconess name and provides a park-like setting for patients and guests to visit for meditation and relaxation.

**Shops – Services Available**

**Atrium Pharmacy**

Open 24 hours a day, seven days a week. 238-2084 or 1-800-332-7156, ext 2084. Located at the south entrance of the hospital atrium.

**Simply Splendid Gift Shop**

Offers an array of unique gifts, fresh flowers, cards, balloons and more. Located in the North Atrium of the hospital. Open Monday-Friday 9 am to 5 pm, Saturday 10 am to 2 pm, (Saturday hours are 9 am to 1 pm Memorial Day through Labor Day). 657-4028.

**Home Oxygen and Medical Equipment**

Located at 801 North 27th Street. Available 24 hours a day for oxygen/equipment needs. Open Monday-Saturday 8 am to 5 pm, 657-4999 or 1-800-332-7156.
Automated Teller Machine
Billings Clinic has one automated teller machine (ATM) located near the hospital cafeteria. It is available for use 24 hours a day.

Food Services
Hospital Cafeteria: Located on the first floor of the hospital. Hours of operation are 6 am to 9 pm, seven days a week. Commons Café: Located in the Commons area of the Clinic. Hours of operation are Monday through Friday 6:30 am to 3 pm. Vending Machines are located near the hospital cafeteria.

Wi-Fi Wireless Internet Access is available in specific areas of the hospital.

CaringBridge
Billings Clinic partners with CaringBridge to make communication easier so patients and families can stay in touch with loved ones. CaringBridge is a free, easy-to-use patient website that helps family members and friends stay informed during important life events such as medical treatment, childbirth, rehabilitation or end-of-life care. CaringBridge website authors can quickly and easily create a personalized website that displays journal entries and photographs that can be updated as often as the author wishes. Family members and friends, who are given access to the secured site, visit the site to read updates and leave messages in the patient’s online guest book.

You can find out more about CaringBridge at billingsclinic.com/caringbridge.

Medical Library
The Billings Clinic Medical Library is open from 8 am to 5 pm Monday, Wednesday and Thursday, and from 8 am to 2 pm on Tuesday and Friday. Patients and families are welcome to come to the library, which is located in the lower level of the Clinic. The library staff can be contacted by phone at (406) 238-2226.

Volunteers
Billings Clinic’s volunteer department plays a vital role in our mission. For more information, contact the volunteers office at (406) 657-4200.

Frequently Used Telephone Numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointments</td>
<td>(406) 238-2501</td>
</tr>
<tr>
<td>Atrium Pharmacy</td>
<td>(406) 238-2084</td>
</tr>
<tr>
<td>Billing</td>
<td>(406) 238-2250</td>
</tr>
<tr>
<td>Call Center</td>
<td>(406) 238-2500</td>
</tr>
<tr>
<td>HealthLine (health questions)</td>
<td>(406) 255-8400</td>
</tr>
<tr>
<td>Hearing Center</td>
<td>(406) 238-2440</td>
</tr>
<tr>
<td>Home Oxygen and Medical Equipment</td>
<td>(406) 657-4999</td>
</tr>
<tr>
<td>Library</td>
<td>(406) 238-2226</td>
</tr>
<tr>
<td>Medical Records</td>
<td>(406) 657-4676</td>
</tr>
<tr>
<td>Optical Shop</td>
<td>(406) 238-2895</td>
</tr>
<tr>
<td>Pastoral Care</td>
<td>(406) 657-4747</td>
</tr>
<tr>
<td>Patient Complaints</td>
<td>(406) 238-5771</td>
</tr>
<tr>
<td>Security</td>
<td>(406) 238-2500</td>
</tr>
<tr>
<td>Simply Splendid Gift Shop</td>
<td>(406) 657-4028</td>
</tr>
<tr>
<td>Toll-free</td>
<td>1-800-332-7156</td>
</tr>
</tbody>
</table>
Area Lodging

(All of these are very close to our facility.)

Riversage Billings Inn
(406) 252-6800 or 1-800-231-7782
880 North 29th Street, Billings
(The Riversage Billings Inn is a non-smoking facility.)

Hilltop Inn
(406) 245-5000
1116 North 28th Street, Billings

Rimview Inn
(406) 248-2622
1025 North 27th Street, Billings

Some of these facilities may offer a medical discount for those visiting people in the hospital.

Hospital First Floor Map