

Helpful information
about your hospital stay



Patient Guide

Welcome to Billings Clinic Hospital

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 information on how you and your family can become more actively involved in your health care.** 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 communities and across the region.

Our Mission

Quality, compassionate care for all.

Our Vision

Reimagine health care through connection, service and innovation.

Our Values

Be kind. Work together. Trust and be trusted. Strive for excellence.

Who We Are

- *A multi-specialty physician group working together in a collegial manner.*
- *The partnering of excellent physicians, business leaders, nurses, and professional staff and volunteers creates a team whose combined strengths drive our success.*
- *We are a not-for-profit, community-owned, and locally governed organization.*
- *Mission-driven decision-making dedicated to a higher purpose in the community and the region.*
- *An obsessive dedication to quality, safety, service and value.*

General Visiting Hours: 8 am to 8 pm

Visiting hours allow for both visitation by friends and relatives balanced with patient rest which is essential for treatment. 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 **(406) 238-2500** after-hours to check on you.

HIPAA Guidelines

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

Patient-Centered Care: You Are an Important Part of Our Team!

Everyone involved in your care has a role, especially you. Research shows that patients who actively participate in their health care decisions have better outcomes. This includes understanding your care when you return home.

Our goal is for you to feel informed, heard, and cared for.

Here are ways you can participate:

Be Courageous and Speak Up

- Let us know how you are feeling
- Ask questions when you do not understand, keep asking questions until you do
- Tell us what we are doing well and when someone deserves recognition
- We appreciate you telling us if you have any questions or concerns, or how we can deliver better care
- If you receive a survey about your care, we would appreciate if you would take the time to complete it and let us know about your experience. Your feedback and comments are very important to us, as we use them to improve every day. Thank you.
- Give us feedback by:
 - Speaking with the unit manager
 - Visiting our website under “Contact Us”
 - Recognizing outstanding staff with Daisy or Bee awards nominations

Be Safe and Clearly Understand

- Know exactly what will be happening to you
- Be aware of risks, complications, and side effects
- Bring a trusted family member or friend to accompany you, as your “second set of eyes and ears”
- Understand what to expect after your care, such as if you need a ride home, recovery time, or medication instructions

Kindness and Other Care You Can Expect

- Each care team member should introduce him/herself and always wear their Billings Clinic ID badge visible to you
- We focus on safety, and will verify your identity and other pieces of information often
- Focus on health and prevention, as we wash/sanitize our hands frequently. You and your guests can help by doing the same
- Smoking is not allowed anywhere on our campus for yours and other patients’ safety

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Personal Items and Valuables

Bring only essential items to the hospital. 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, and electronic devices should be secured in the hospital’s safe or sent home with your family or friends. Please let your nurse know if you have valuables that need to be secured. Security will help account for them and secure them.
- 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.**
- **For your Safety – Tobacco products and weapons will be confiscated and may not be returned to you.**







Pain Management

Pain or discomfort is an expected result of surgical and medical conditions. While we may not be able to completely take away your pain, we will ask you to create a pain goal upon admit. 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 0 to 10, and which activities make it worse.
- Be treated for any side effects that pain medication may cause.

Pain Scale

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.

FACES PAIN SCALE						APPROPRIATE FOR PATIENTS AGES 3-8 YEARS; MAY BE USED FOR OLDER CHILDREN & ADULTS
						
0	2	4	6	8	10	
PERFECTLY NORMAL	MILD PAIN PAIN IS TOLERABLE AND DOES NOT LIMIT ACTIVITY	MODERATE PAIN PAIN IS DISTRESSING; UNABLE TO DO SOME ACTIVITIES		SEVERE PAIN PAIN IS UNBEARABLE; UNABLE TO DO ACTIVITIES		

Patient Safety



Safe means that the safety of our patients, employees, and visitors matters most.

Secure means our systems, processes, and communication are reliable and designed to support the right care every time.

Supported means our teams are backed by best practices, strong leadership, collaborative teams, and a culture of psychological safety where concerns are welcomed and acted upon.

Billings Clinic's "Call, Don't Fall" Program

At Billings Clinic, we want to keep you safe. One important way we do this is by preventing falls.

Even if you are usually independent at home, being in the hospital can change your strength and balance. Illness, new medicines, staying in bed more, and medical equipment can all make falling easier, even if you feel okay.

Falls can cause injuries and slow your recovery, but many falls can be prevented.

To help keep you safe, we may use:

- Bed or chair alarms
- Non-slip socks
- Wristbands that help staff know your fall risk
- Extra check-ins from our care team

Your safety tips while in the hospital:

- Use the call light any time you need help standing, walking, or going to the bathroom
- Keep personal items (like your phone, glasses, or water) within easy reach
- Wear non-slip socks or supportive shoes when out of bed
- Avoid getting up quickly, take your time when standing
- Keep pathways clear of cords, bags, or equipment
- Ask for help if any equipment or furniture feels unsteady

Asking for help is an important way to stay safe. We ask everyone to take part in their own safety. While we respect your privacy, your safety always comes first.

We are here to partner with you and help keep you safe during your stay.

Patient Identification Process

To ensure your safety and for 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 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 updated/current medication list. Make sure that your medication list is accurate. It should include prescription medications, over-the-counter products, herbal and dietary supplements, eyedrops, eardrops, and medicated creams/ointments. While you are in the hospital, you may not need the same medications. The hospital will provide you with the medications that you need.

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 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 getting or change the way you respond to them. This information is protected by HIPPA.

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.

Hand Washing Expectations (Caregivers and Family)

Hand hygiene (washing of hands) 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. Visitors/family should wash their hands or use the alcohol-based hand sanitizer before entering and exiting the room. As a patient, keeping your hands cleaned/sanitized is an additional way to enhance healing and prevent spread of infection.

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 Antiseptic

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

For questions, please contact your health care worker or physician.



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 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 Help?

Condition Help is a patient safety program that includes a hot line that was created to address the needs of the patient when the patient and/or family believe the health care team is not addressing their concerns.

A call to Condition Help will result in a Rapid Response Team (RRT) responding to the patient's bedside right away to assess the patient.

When to contact Condition Help?

- If the patient and/or family believe the patient has had a significant change in medical condition.
- If the patient and/or family believe that an emergency medical situation is not being addressed and the patient's health may be in immediate danger.
- We encourage patients and/or family members to speak with the nurse and doctor first to share their concerns.
- Charge nurses are available on the unit to hear concerns and assist with notifying the RRT.

How to report Condition Help

Call Extension 4300 or request assistance from the Charge Nurse

The Call Center agent will ask for caller identification, room number, patient name, and concern. Additional questions will be asked to determine the response.

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

Our Promise to You

At Billings Clinic, we believe every patient should be treated with dignity, respect, and compassion.

All patients have rights, and we honor them.

We also ask that you treat our staff with respect and kindness. Our employees deserve a safe, respectful workplace, and they have the right to expect reasonable and responsible behavior from patients, family members, and visitors.

Your Rights as a Patient

Quality Care

- Receive safe, respectful care from trained staff.
- Be treated with dignity and kindness.
- Know the names and roles of your caregivers.
- Receive spiritual support if desired.
- Have help with language or communication needs at no cost (interpreter services available)
- Learn about care needed after discharge.

Privacy and Confidentiality

- Have privacy as allowed by law.
- Keep your medical and billing information private.
- Choose who may receive updates about your care.

Taking Part in Your Care

- Receive clear information about your health, treatment options, risks, and benefits
- Help plan your care, treatment, discharge, and pain management.
- Say yes or no to tests, procedures, or treatments (informed consent).
- Request a second medical opinion.
- Create advance directives. and have them followed as allowed by law.
- Take part in or refuse clinical research
- Choose or change your healthcare provider.
- Have a family member/friend and your doctor notified at admission.

Your Medical Record

- See your medical record and have it explained.
- Request a copy from medical records or access through the patient portal. billingsclinic.com/patients-visitors/medical-records/billingsclinic.com/patientconnect

Safety and Protection

- Be free from restraints or seclusion unless medically needed.
- Be free from abuse, neglect, harassment, or discrimination.

Financial Transparency

- Receive a clear explanation of charges and your bill.
- Request transfer to another facility when medically and legally appropriate.



Medicare Rights

- Medicare patients: receive Medicare Outpatient Observation Notice (MOON) and Important Message from Medicare (IMM) notices; appeal premature discharge.

Speaking Up

- Voice concerns without fear of punishment to your healthcare team.
- Receive a timely response with results to the concern.
- Request an Ethics Committee consult and participate in ethical concerns that arise with your care.
- Communicate concerns to:
 - Billings Clinic Patient Relations: (406) 238-5771
- For unresolved concerns
 - Montana DPHHS: (406) 444-2037 or 1-800-762-4618; dphhs.mt.gov/qad
 - DNV Healthcare: hospitalcomplaint@dnv.com; <https://www.dnvhealthcareportal.com/patient-complaint-report?>

Non-Discrimination

- Billings Clinic provides care regardless of race, color, creed, gender, identity, age, disability, sexual orientation, or national origin.
- Emergency care will never be denied because of inability to pay
- We accept persons covered by Medicaid or Medicare and we offer substantial charity care and financial assistance to those in financial need.
- If you believe you have been discriminated against by Billings Clinic, contact Patient Relations at (406) 238-5771 or the Office for Civil Rights at (303) 844-2024, TDD (303) 844-3439, or hhs.gov/ocr.
- Billings Clinic participates in the Healthcare Equity Index promoting the equitable and inclusive care of LGBTQ+ patients and their families. Contact a Care Manager for more information (406) 238-5771.

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Your Responsibilities as a Patient

Taking Part in Your Care

- Follow instructions from your care team to the best of your ability.
- Accept the results of your decisions if you choose not to follow recommended care.

Respecting Others

- Treat other patients, visitors, and staff with respect.
- Avoid loud noise and keep visitors to appropriate levels.
- Refrain from physical, verbal, or discriminatory behavior.
- Work with staff to maintain a safe environment and manage triggers if you become upset.

Insurance and Payment

- Know your insurance coverage, including co-pays, deductibles, and pre-authorization requirements.
- Meet your financial obligations or speak with a financial counselor for help.

Health and Safety

- Take only medications provided by your care team.
- Do not use alcohol or harmful substances during your care.
- Allow family or personal representatives to help with decisions if you cannot communicate.



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 have already billed 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.

Itemized hospital bills are not automatically mailed to all patients. You may request an itemized copy of your hospital bill by calling (406) 657-4652 or 1-800-332-7156, ext. 4652.

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/patientconnect 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. Those staff are also trained 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 at no cost or at a discounted rate to uninsured or underinsured patients who qualify under its Financial Assistance Program. The program has clear guidelines for determining who qualifies for free or discounted services based on individual financial circumstances. Patients seeking financial assistance must complete an application, available at billingsclinic.com/finassist or by calling Patient Financial Services.

Common Questions

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.

Will Billings Clinic hold my account if the charges are the result of an injury?

No. Billings Clinic cannot delay charges while liability claims or legal action are pending. Full payment remains the patient's responsibility. Upon proper authorization, Billings Clinic will make the records available to the necessary parties.

I have additional questions. Who should I call?

Call Patient Financial Services at (406) 238-2601 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
Department 8227
PO Box 35100
Billings, Montana 59107-5100

Additional Services

Montana Lay Caregiver Act

The Montana Lay Caregiver Act helps family caregivers when their loved ones go to the hospital and as they transition home. It allows a person designated by the patient to assist with ongoing care and treatment needs upon discharge and was designed to help caregivers stay informed when a family member or friend is in the hospital. A lay caregiver is given verbal discharge

instructions (by phone or in person) to assist them in providing home care. The patient consents to the lay caregiver receiving this information.

For additional information about caregiving resources, visit aarp.org/caregiving.

To designate a lay caregiver, please contact a member of your care team.

Advance Directives

Advance Care Planning for Every Stage of Life: From Unexpected Accidents to End of Life

In the state of Montana, Advance Directives include:

- **Living Will**, a legal document that tells others how you feel about care intended to sustain life. You can choose to accept or refuse medical care. A Living Will must be signed, dated, and witnessed by two people. For the Living Will to be valid, the health care provider must declare the person to be in a terminal condition or in a condition that (without life sustaining treatment) will result in death within a relatively short time.
- **Durable Power of Attorney for Health Care (DPOA)**, a written document that names your health care proxy. Your proxy is someone you trust to make health decisions if you are unable to do so.
- **Five Wishes**, a helpful and user-friendly Advance Directive health care document that combines a Living Will, DPOA for Health Care, and addresses matters of comfort and spirituality.
- **POLST**, a physician order intended for anyone with an advanced life-limiting illness and is recommended in addition to a Living Will and Durable Power of Attorney.

If you have questions about Advanced Directives, please contact a member of your 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 indicate their wish to donate organs on their driver's license, which adds them to the state donor registry. A listing in the donor registry constitutes legal consent for donation under Montana law. No additional consent from family members is required.

Federal and state laws require hospitals to offer organ and tissue donation as an option when 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

For Limited English Proficiency (LEP), Deaf, and Hard of Hearing patients, interpreter services are available at no charge. Please ask your Billings Clinic care team for assistance.

Care Management and Social Work Services

Billings Clinic patients, families, and significant others are eligible for RN Care Management and Social Worker services.

The range of services includes:

- 1. Discharge planning for patients**
- 2. Information, referral, and coordination with community agencies**
- 3. Brief counseling regarding coping with illness and disability**
- 4. Referral of suspected abuse, neglect, or exploitation to the Department of Public Health and Human Services**
- 5. Crisis intervention**
- 6. Information and counseling on Advance Medical Directives**
- 7. Patient advocacy**
- 8. Consultation and education to the health care team so that we can better assist with your medical and financial concerns**
- 9. Pre-certification and authorization of care for inpatient/outpatient surgeries, procedures, and emergent hospitalization**

Support Groups and Professional Counseling

Billings Clinic offers a variety of support groups. Please ask your nurse or social worker for more information.

Supportive & Palliative Care

Supportive & Palliative Care is specialized medical care for people with serious or chronic illnesses. It is appropriate for any age, and at any stage of the illness and is focused on providing patients with relief from the symptoms, pain, and stress – whatever the diagnosis. The goal is to improve quality of life for both the patient and the family or patient-selected representative.

Billings Clinic Supportive & Palliative Care is provided by a team of doctors, nurses, and other specialists who facilitate communication with the patient's health care team, the patient, and their family. The team offers support and assistance with the patient's goals of care and provides an additional layer of guidance.

We are here to help whenever needed and to consider the well-being of the whole person. Because every person's situation is unique, the care offered is tailored to fit the individual's needs and can include professional mental health counseling for the patient and those supporting them.

Our team utilizes a variety of resources to provide this support including:

- Physical wellbeing
- Spiritual care
- Financial guidance
- Mental health services

Billings Clinic Supportive & Palliative Care services are offered in our outpatient clinic, the hospital's inpatient setting, or our Cancer Center. If you or someone you know would benefit from a Supportive & Palliative Care consultation, please discuss this with your provider, nurse or care manager and ask about how to receive these services.

Pastoral Care Services

If you are a patient, a family member, or a friend of a patient, you may be going through a difficult time right now. Chaplains in our Pastoral Care Department are here to be as helpful and supportive as possible. 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
- Providing compassionate care 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 on call.

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

Deaconess Chapel is in the hospital's first-floor atrium, 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

Visiting Billings Clinic Hospital

Visiting Hours: 8 am to 8 pm

Billings Clinic reserves the right to restrict visitation as warranted for patient safety.

Patient Directory

If you choose to be NOT LISTED or a DO NOT REPORT in our patient directory:

Callers or visitors requesting information about a patient who has chosen not to be listed in the patient directory will be informed that the patient's name does not appear in our published 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.



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 7 am to 1 am, seven days a week. (406) 238-2084 or 1-800-332-7156, ext 2084. Located at the south entrance of the hospital atrium.

Billings Clinic Gift Shop

Offers an array of unique gifts, fresh flowers, cards, balloons and more. Located in the North Atrium of the hospital. Open 7:30 am to 3 pm Monday-Friday. (406) 657-4028

Home Oxygen and Medical Equipment

Located at 1050 S. 25th Street West, Billings, MT. Available 24 hours a day for oxygen/equipment needs. Open 8 am to 5 pm Monday-Saturday. (406) 657-4999 or 1-800-332-7156.

Automated Teller Machines (ATMs)

Billings Clinic has two ATMs, one located near the hospital cafeteria and is available 24 hours per day. The other is in the Commons at Billings Clinic, available 8 am to 5 pm Monday - Friday.

Food Services

Hospital Cafeteria

Located on the first floor of the hospital. Hours of operation are 6 am to 8 pm, seven days a week. From 8 pm to 6 am, self-service options are available for purchase.

Commons Café

Located in the Commons area of the clinic. Hours of operation are 6:30 am to 3 pm Monday - Friday. Food is served until 2 pm.

Vending Machines are located near the hospital cafeteria.

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Wi-Fi Wireless Internet Access

Wi-Fi is available in specific areas of the hospital and hospital rooms. To access Wi-Fi:

- On your phone or device – go to settings – click on Wi-Fi
- Log into Billings Clinic Guest Network – which will display as **BillingsClinicGuest**

Volunteers

Billings Clinic’s volunteer department plays a vital role in our mission.

If you are interested in becoming a volunteer or for more information, please visit our website at billingsclinic.com/careers/volunteers/



Frequently Used Telephone Numbers

Appointments	(406) 238-2500
Atrium Pharmacy	(406) 238-2084
Billing	(406) 238-2250
Billings Clinic Gift Shop	(406) 657-4028
HealthLine (health questions)	(406) 255-8400
Hearing Center	(406) 238-2440
Home Oxygen and Medical Equipment	(406) 657-4999
Main Hospital Line	(406) 238-2500 or 1-800-332-7156
Medical Records.....	(406) 657-4180
Pastoral Care	(406) 657-4747
Patient Complaints.....	(406) 238-5771
Security	(406) 238-1569

Area Lodging

All of these are very close to our facility.

Best Western Plus Clocktower Inn(406) 361-3626
2511 1st Avenue North

DoubleTree By Hilton Hotel Billings.....(406) 417-3891
27 North 27th Street

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

Home2Suites.....(406) 252-2255
2611 27th Avenue North

Northern Hotel.....(406) 302-3134
19 North Broadway

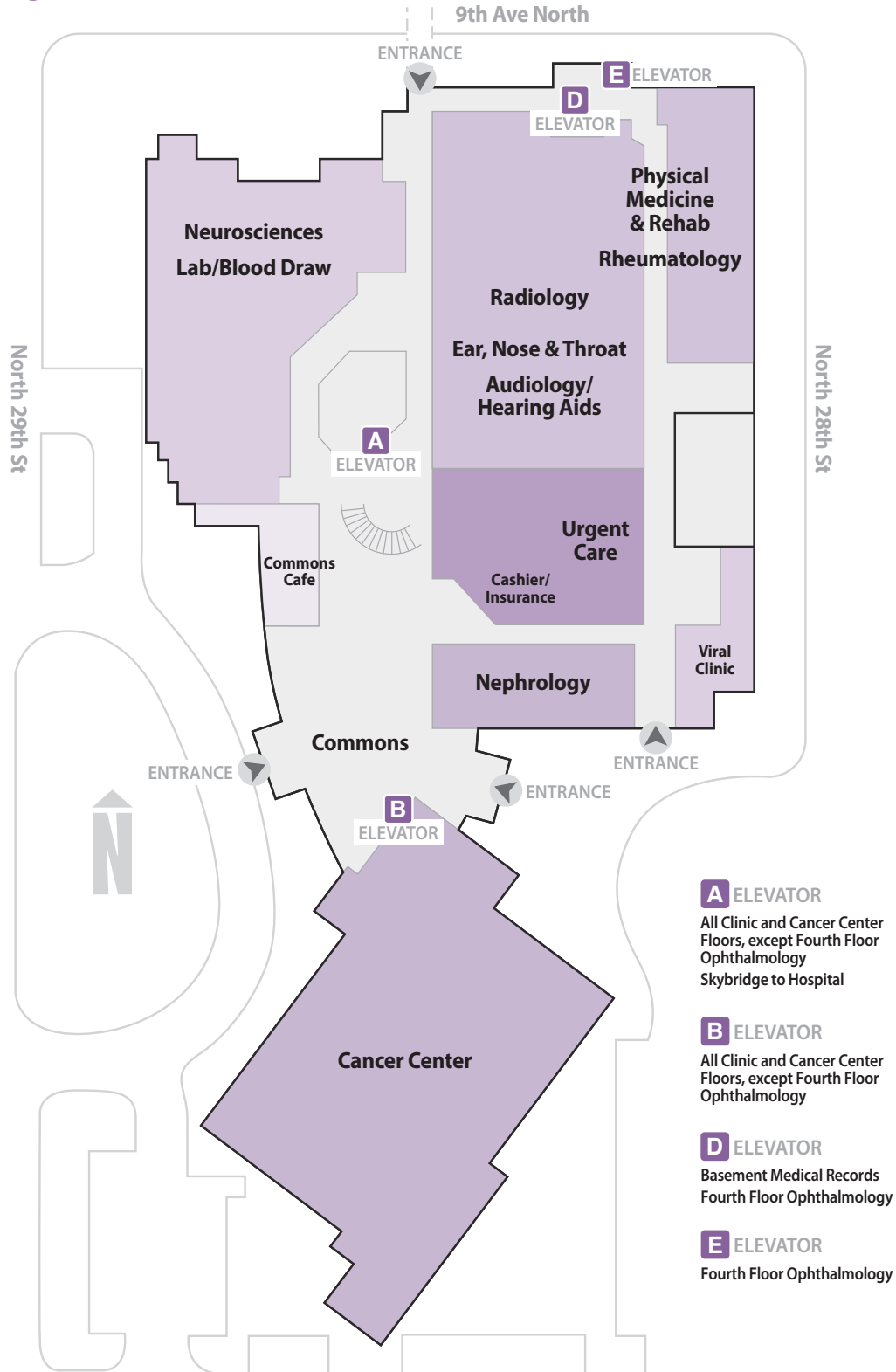
Riversage Billings Inn
.....(406) 252-6800 or 1-800-231-7782
880 North 29th Street

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

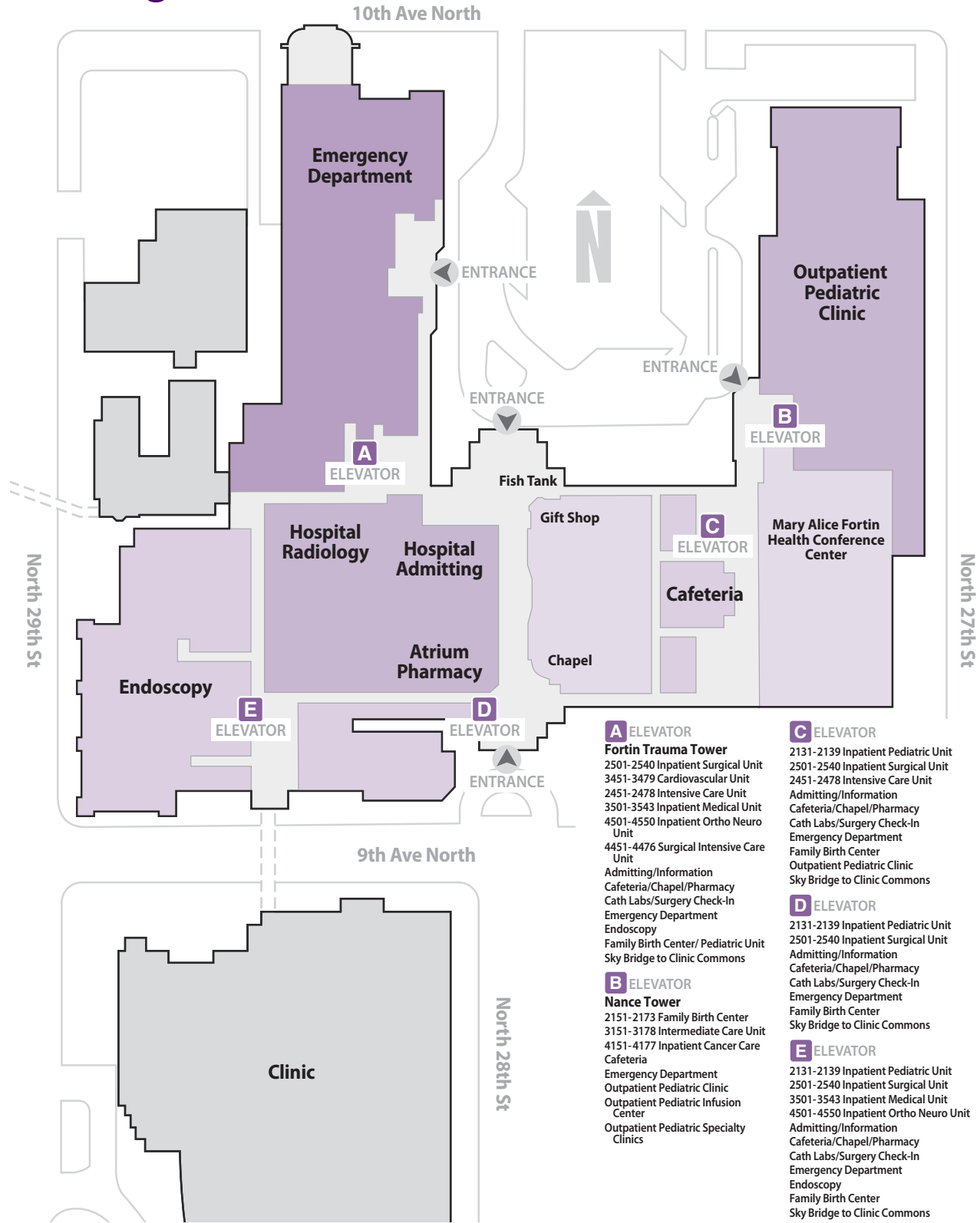
Campus Maps

Billings Clinic

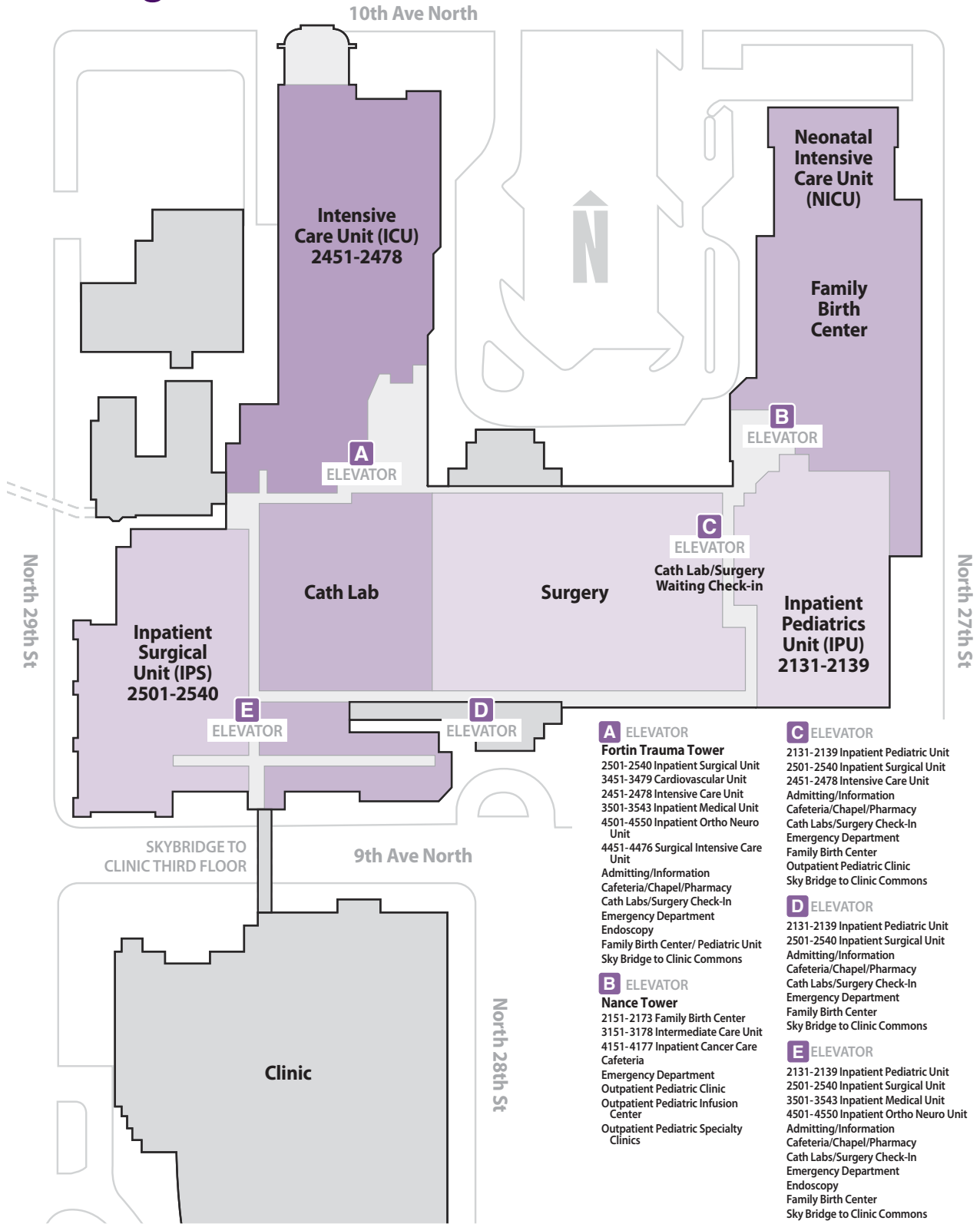
Clinic – First Floor



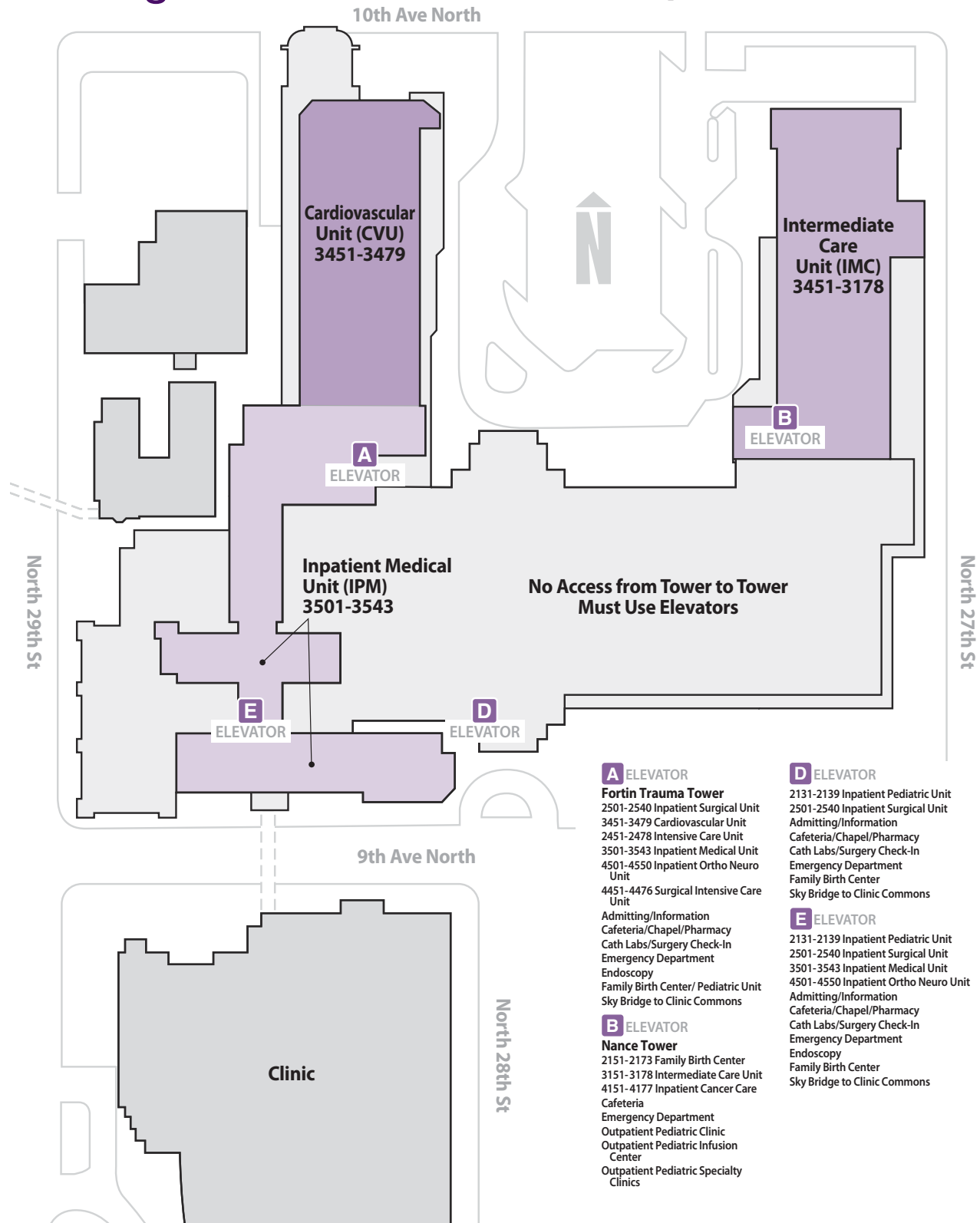
- A ELEVATOR**
All Clinic and Cancer Center Floors, except Fourth Floor
Ophthalmology
Skybridge to Hospital
- B ELEVATOR**
All Clinic and Cancer Center Floors, except Fourth Floor
Ophthalmology
- D ELEVATOR**
Basement Medical Records
Fourth Floor Ophthalmology
- E ELEVATOR**
Fourth Floor Ophthalmology

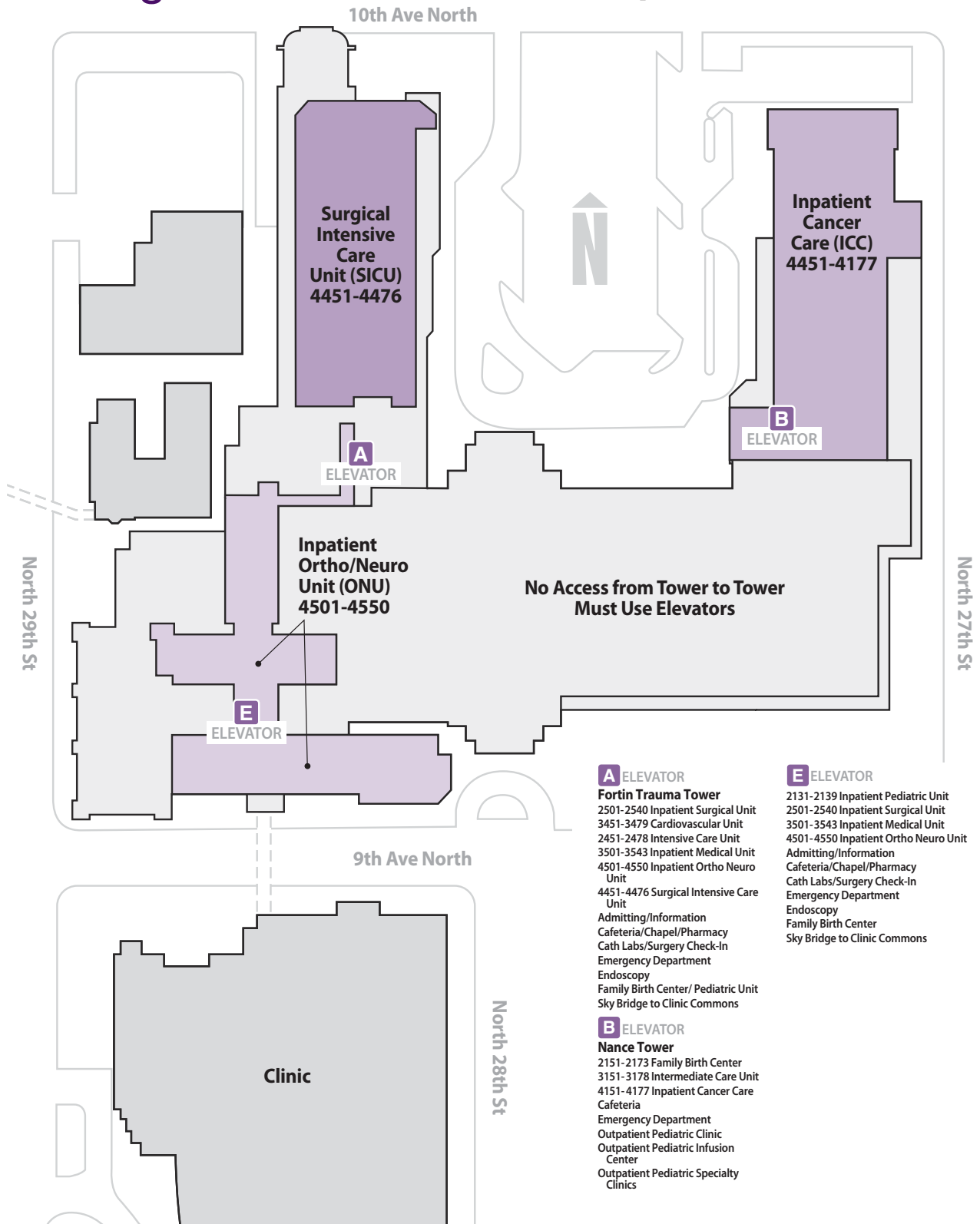


- A ELEVATOR**
Fortin Trauma Tower
 2501-2540 Inpatient Surgical Unit
 3451-3479 Cardiovascular Unit
 2451-2478 Intensive Care Unit
 3501-3543 Inpatient Medical Unit
 4501-4550 Inpatient Ortho Neuro Unit
 4451-4476 Surgical Intensive Care Unit
 Admitting/Information
 Cafeteria/Chapel/Pharmacy
 Cath Labs/Surgery Check-In
 Emergency Department
 Family Birth Center
 Outpatient Pediatric Clinic
 Sky Bridge to Clinic Commons
- B ELEVATOR**
Nance Tower
 2151-2173 Family Birth Center
 3151-3178 Intermediate Care Unit
 4151-4177 Inpatient Cancer Care
 Cafeteria
 Emergency Department
 Outpatient Pediatric Clinic
 Outpatient Pediatric Infusion Center
 Outpatient Pediatric Specialty Clinics
- C ELEVATOR**
 2131-2139 Inpatient Pediatric Unit
 2501-2540 Inpatient Surgical Unit
 2451-2478 Intensive Care Unit
 Admitting/Information
 Cafeteria/Chapel/Pharmacy
 Cath Labs/Surgery Check-In
 Emergency Department
 Family Birth Center
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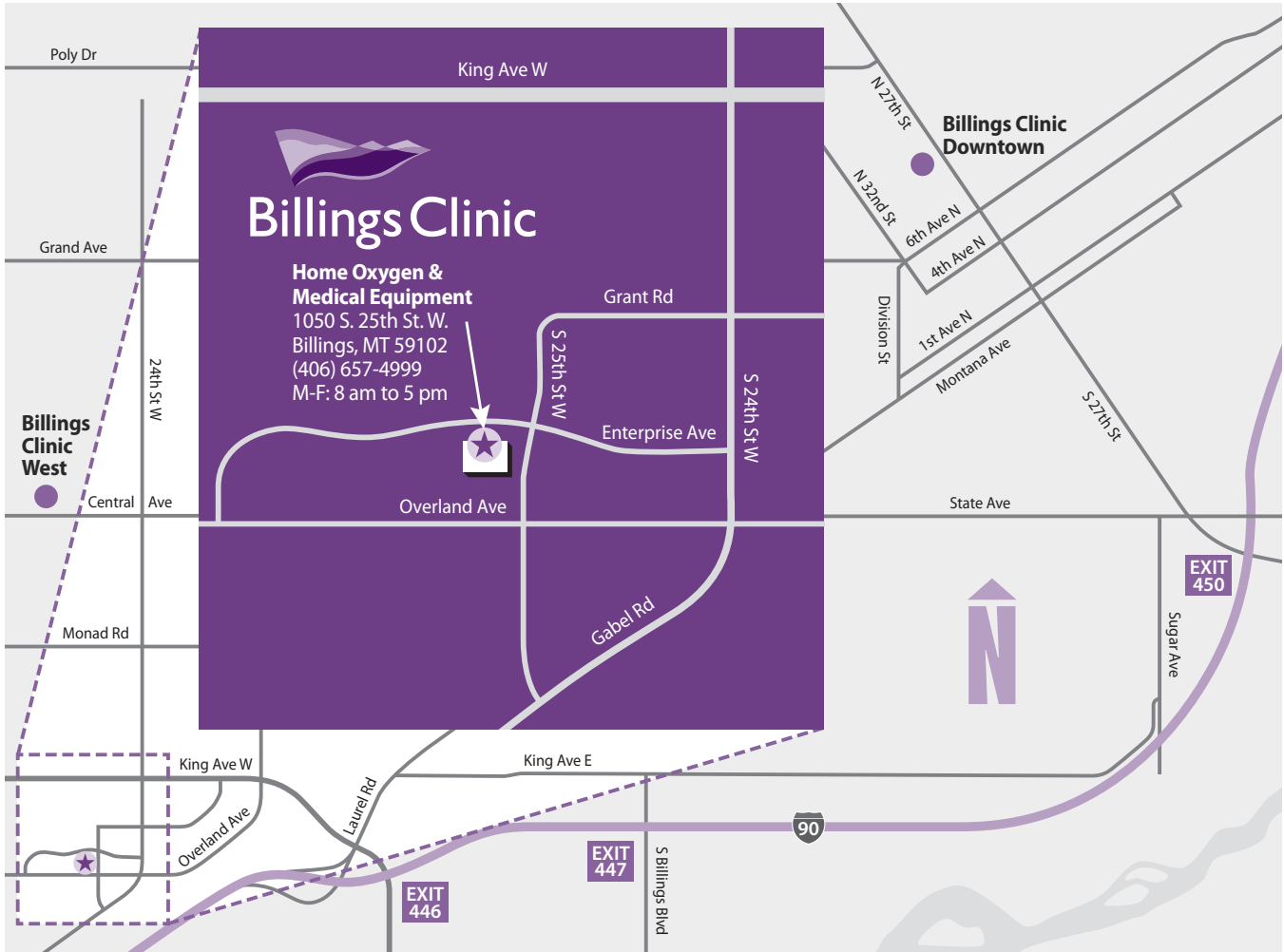




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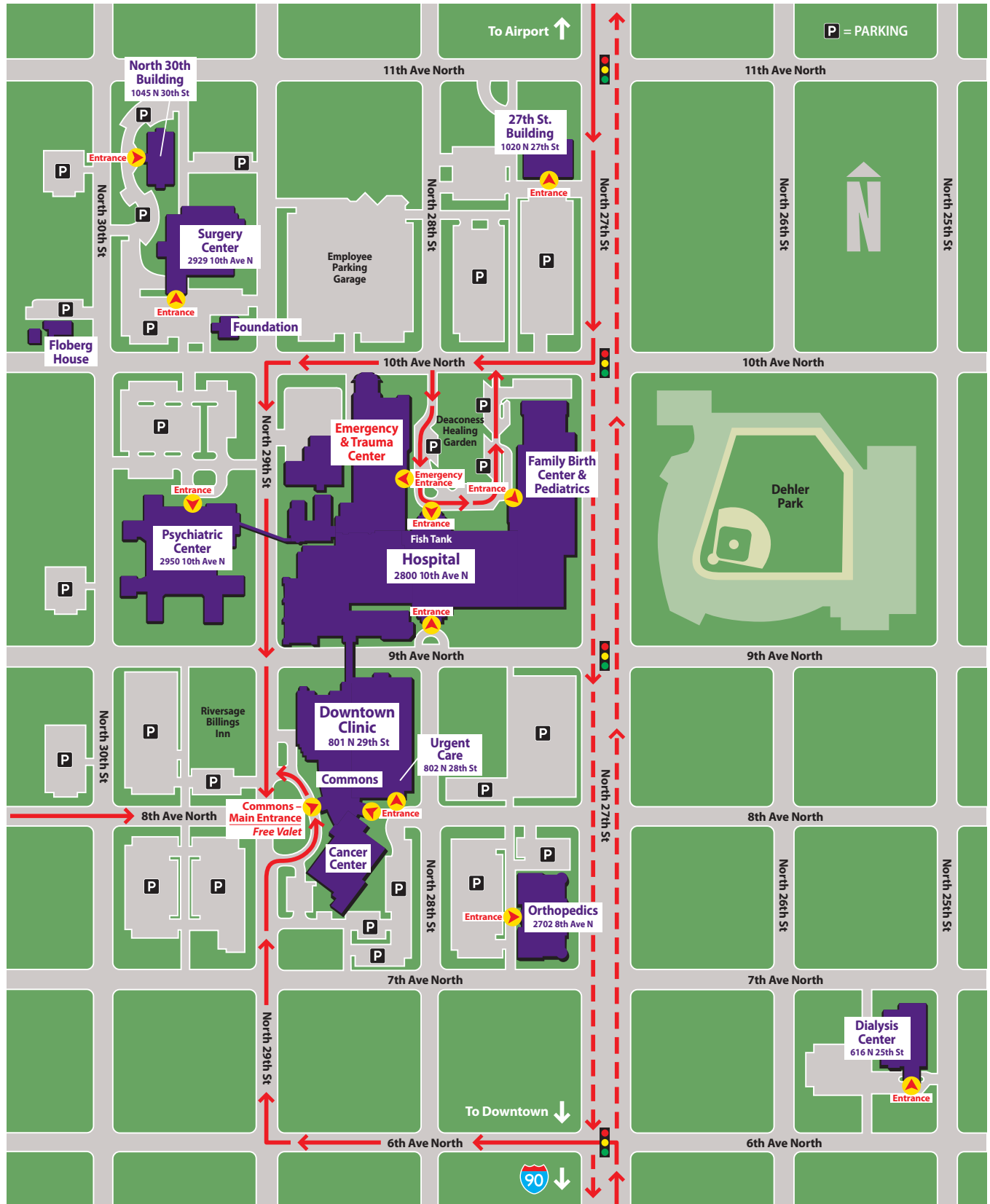
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Billings Clinic

Downtown Campus





Billings Clinic

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