



SCRMC Patient and Visitor's Guide

Welcome to St. Croix Regional Medical Center. Should you have any questions or need help in any way during your stay, please don't hesitate to ask our staff and volunteers to assist you. We want you to receive exceptional patient care while you are here.

Art Displays

We invite you to enjoy the art tour of our new surgery center. Your tour begins at the hospital/surgery center entrance. A form is available highlighting the artist, location and contact information.

Balloons

Latex balloons are not allowed in the medical center due to latex sensitivities. Mylar balloons are available for purchase in the Gift Shop.

Billing Questions

If you have any questions about charges or insurance, please call our Business Office at 715-483-0560. The Business Office is located on the third floor of the clinic in St. Croix Falls. We will gladly help you.

ATM/Cash Machine

The nearest machine is located downtown, two blocks from the medical center at Eagle Valley Bank. Small change is available in Human Resources or at the registration desk.

Chapel

Our chapel is located on the first floor of the hospital and is open 24 hours a day. If you would like to visit with a chaplain, please call the social worker at Ext. 2272 to arrange one.

Food Services

Visitors are welcome in our State Street Café, a licensed restaurant. The cafeteria is located on the north end of the lower level. Hours are:

Breakfast: 7:30 a.m. – 10:30 a.m.

Lunch: 11:00 a.m. – 1:30 p.m.

Dinner 4:30 p.m. – 6:30 p.m.

Light snacks and beverages are available in vending machines on the first floor and may be purchased in the Gift Shop. (Milk is available in a lower level vending machine). Free coffee is available throughout the building and in the family kitchen on the second floor. **Patient Perks**, our gourmet coffee shop, is located in the main lobby of the clinic.

Guests are welcome to dine with loved ones in the cafeteria or in the patient's room free of charge. Room service menus are located in the bedside tables of each patient room.

General Information

The Information Desk is located at the entrance to the hospital. If you have questions or need directions, please stop by and ask for help. The valets and staff at the entrance of the clinic are also eager to assist you.

Gift Shop

The Gift Shop is open Monday through Friday, 9 a.m. to 4 p.m. and is located near the hospital atrium or off the central elevator near Human Resources. You are welcome to browse. **Volunteer Partners Gift Shop** offers special gifts and accessories, cards, clothing, snacks, beverages and flowers. All proceeds fund patient care needs.

Interpretive Services

SCRMC can arrange for resources to assist patients, family and visitors who are hearing impaired and who require translators for medical care to discuss diagnosis, prognosis, treatment options, medications, and follow up care. Please let us know of your need for an interpreter. See TTY phone below for hearing impaired, and for our non-English speaking patients, the **AT&T Language Line** is available.

Telecommunication Device for the Deaf (TTY Phone)

The hospital has 24 hour access to a TTY (teletype write) phone service for hearing impaired patients. A TTY is a special device that lets people who are deaf, hard of hearing or speech- impaired use the telephone to communicate, by allowing them to type text messages. Please indicate to our staff that you need this free service.

Mail Services

Postage stamps are available for purchase at the Information Desk.

Newspapers

Area papers are available on the nursing units and in the lounges. We subscribe to the Inter County Leader, Polk Co. Standard Ledger Press, Amery Free Press, Burnett Co. Sentinel, Chisago Co. Press, and the Osceola Sun. Twin Cities' papers are the Pioneer Press, Minneapolis Star Tribune and the USA Today. Please ask someone to help if you can not find one you wish to read.

Pagers

Pagers are available for waiting family members in the surgery lounge. Please ask Short Stay Services staff to provide a pager for you if one isn't given to you at check in.

Parking

Emergency and short-term parking for patients and families are available near the entrance to the hospital/surgery center. Valets are available to assist you.

Patient Advocate

If you would like to talk with a representative about financial coverage or costs of needed health care for you or your family, please contact one of our patient advocates at ext. 2475. They will be happy to meet with you or talk with you to discuss your concerns during regular business hours.

Patient Rights

We consider you a partner in your health care. When you are well-informed, participate in treatment decisions and communicate openly with your doctors and other health professionals, you make our care as effective as possible. For further information, a patient rights brochure is available in brochure racks and from our registration staff. Please ask someone to assist you if you do not have one for your review.

Pets

A healthy pet (dog or cat) may be brought into the medical center for a short time (approximately ½ hour) to visit a patient. It must be carried securely, be in a kennel or on a firm leash. A visiting pet will be allowed in the main lobby area, the Med/Surg, or ICU units. Nurses may use their discretion when allowing a pet to visit.

Restrooms

Public restrooms are located on each floor throughout the medical center. Please ask for assistance if you are not finding one easily.

Pharmacy

A retail pharmacy is located on the first floor of the clinic near the entrance. Tangen Drug is located on Washington Street downtown and Walmart offers pharmacy services near Highway 8 at the top of the hill.

Smoking Policy

St. Croix Regional Medical Center is a smoke-free/tobacco-free campus. Smoking or use of tobacco products by employees, patients or visitors is prohibited in the building or on the grounds. Resources are available for patients who smoke or use tobacco.

Support Groups

The medical center offers the following groups: grief support, cancer support, breastfeeding support, advance directives and diabetes support. Please check our website for more specific information under Classes or request information from our Social Worker, Education Department or volunteers.

Swing Bed

Swing bed is a program established by Medicare for patients who no longer need acute hospital care, but need ongoing skilled care such as physical, occupational, or speech rehabilitation, IV therapy or complex dressing changes. Speak to our social worker for further information

Telephones

Complimentary telephones are available in patient rooms and lounges. Long distance calls to Minnesota and Wisconsin are free to inpatients. Cell phones may be used within the medical center. Their use is not restricted, but we ask that you be courteous when using one in the facility.

Televisions

Televisions, located in all patient rooms and lobby areas, feature cable programming. Patient rooms also have DVD players for your use.

Valets

Valet service is available at entrances to the clinic and hospital to assist you with parking, wheelchairs, finding your way through the building or other questions. Please use this service regardless of age.

Visiting Hours

Visits in the medical center are welcome at any time. We do not have designated visiting hours. Exceptions will be determined by your physician and the nursing staff based on the patient's needs.

Note: Visitors with known communicable diseases are not allowed at anytime.

Volunteer Opportunities

Our active volunteer program offers many options for interested individuals. Please contact our Volunteer Coordinator, Mickey Gebhard, at 715-483-0331 for specific information and an application.

Waiting Areas

St. Croix Regional Medical Center provides comfortable, convenient waiting areas for family and friends. Reading materials, televisions and play areas are located throughout the medical center. Patient Perks, our coffee shop, is located in the clinic on the second floor.

Please do not leave children unattended in any of our waiting rooms. Please let the desk know if you are waiting long without someone speaking to you and keeping you informed.

Wellness Programs

Classes are offered in Yoga and Tai Chi at SCRMC. Please check our website or community education flyers for specific times and location.

Wireless Internet

Wireless Internet is provided free of charge to all patients and visitors. Patients throughout the facility can utilize guest access to the Internet using their own laptops that are equipped with a wireless card. Computer access/Internet stations are also available in the hospital lobby. A laptop can be provided on request.