



# Patient Handbook



Personalized  
care for **you**



## Interpretation Services

Free language interpreters are available for non-English speaking patients/families, and American Sign Language (ASL) for patients/families who are deaf or hard-of-hearing. There are multiple communication options: video, phone, text and in-person.

## Health Care Directives

It is your right to have a Health Care Directive, a written document that informs others of your wishes about your health care. This document can assist your health care providers if you should become unable to make health care decisions for yourself. Ask your nurse if you have questions or would like more information about Health Care Directives.

To access a Health Care Directive form, visit [CentraCare.com/about-us/advance-care-planning/](http://CentraCare.com/about-us/advance-care-planning/).

## HELPLine

In an effort to keep our patients safe, Rice Memorial Hospital provides a HELPLine for patients and families if a healthcare need is identified outside those being addressed by your own healthcare provider and/or nurse.

The HELPLine is a program that enables patients, family members and visitors to call for additional support at any time during a patient's inpatient hospital stay. It gives you a way to alert a team member who will come to intervene in a situation when there is an immediate healthcare concern or question not being met to the satisfaction of the patient or his/her family or other advocate.

Times when it is appropriate to call the HELPLine include noticing differences in thinking, breathing, urinating, bleeding, or any health changes that cause concern or do not feel right.

Dial HELP1 (43571) and state the patient's room number and patient safety concern.

## Non-Discrimination

As we are committed to non-discrimination of patients, we will not routinely honor preferences from patients or family members to exclude staff in the care of patients based on the staff member's race, ethnicity, religion, sex, sexual orientation, or other factor.

## Tobacco Use

We are a tobacco-free facility and campus. Thank you for not smoking or using tobacco products on hospital grounds. Please let your nurse know if you need help to stop using nicotine.

## Pain Management

Our goal is to effectively and safely manage your pain while you are in the hospital. We encourage you to:

- Ask your doctor or nurse what to expect regarding pain and pain management.
- Discuss pain relief options with your doctor and nurse.
- Ask for pain relief when pain first begins.
- Tell your doctor or nurse if your pain is not relieved.
- Tell your doctor or nurse about any worries you have about taking pain medication.
- Keep your care team informed of where you are at on the pain scale.



**0**  
No pain



**1 2 3**  
Mild



**4 5 6**  
Moderate



**7 8 9 10**  
Severe



301 Becker Avenue SW  
Willmar, MN 56201  
320-235-4543

[CentraCare.com](http://CentraCare.com)

# TV Channel Guide

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9-1	CentraCare	36-1	HALL	51-2	QVC
<b>10-1</b>	<b>LOCAL GUIDE</b>	36-2	NGC	51-3	CNNE
11-1	ABC – KSTP	36-3	APL	52-1	FXX
11-2	ABC 2	37-1	SCIENCE	52-2	MTV2
11-6	CBS – WCCO	37-2	AHC	52-3	MTVCLAS
11-7	CBS 2	37-3	HGTV	53-1	UP
12-1	FOX – KMSP	38-1	FOOD	53-2	NGWILD
12-6	NBC - KARE	38-2	TRAV	53-3	SMITH
13-1	CW	38-3	TLC	54-1	VICE
13-6	PBS	39-1	BRAVO	54-2	FYI
13-7	PBS2	39-2	E!	54-3	DEST
23-1	ION	39-3	LIFE	55-1	ID
23-3	MYNET	40-1	OWN	55-2	ACUWTHR
24-3	TELEM	40-2	BET	55-3	COOK
25-1	UNIMAS	40-3	OVATION	56-1	OXYGEN
25-2	UNV	41-1	CNN	56-2	WE
25-3	DYSTR	41-2	FNC	56-3	PO
26-1	TBN	41-3	MSNBC	57-1	GSN
28-1	BALLY SPORTS NRTH	42-1	HLN	57-2	LOGO
28-2	BALLY SPORTS NRTH PLS	42-2	CNBC	57-3	DLC
<b>30-1</b>	<b>DELUXE GUIDE 1</b>	42-3	FBN	58-1	BHER
30-2	USA	43-1	BLOOM	58-2	TVONE
30-3	AETV	43-2	WEATH	58-3	BBCWLD
31-1	TNT	43-3	CSPAN	59-1	NIKTON
31-2	TBS	44-1	DISNEY	59-2	TNCK
31-3	AMC	44-2	BOOM	59-3	DXD
32-1	DSC	44-3	DISNEY JR	60-1	MTV LIVE
32-2	HISTORY	45-1	UKIDS	60-2	RVLT
32-3	FX	45-2	NICK JR	60-3	FUSE
33-1	BBCA	45-3	NICK	61-1	INSP
33-2	SYFY	46-1	TOON	61-2	SUNDANC
33-3	TRUTV	46-2	DFC	62-2	LMN
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34-2	PAR	47-1	GAC	63-1	HMM
34-3	VH1	47-2	ESPN	63-2	BET SOUL
35-1	MTV	47-3	ESPN2	63-3	PAC12
35-2	TVLAND	<b>48-1</b>	<b>DELUXE GUIDE 2</b>	64-1	BYUTV
		48-3	SEC	64-2	FXM
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		50-3	EWTN	66-2	ACC