

OVERLAKE | MEDICAL CENTER  
& CLINICS

OVERLAKE | MEDICAL CENTER

OVERLAKE | MEDICAL CENTER

YOUR  
STAY

# WELCOME TO OVERLAKE



**J. MICHAEL MARSH**  
President and CEO

Welcome to Overlake Medical Center. Thank you for trusting us with your care.

Overlake was built by the community, for the community. Fueled by a vision for high-quality healthcare on the Eastside, Overlake opened its doors to the public in 1960. What began as a community hospital has grown to a world-class medical center and health system.

Everyone at Overlake—the doctors, nurses, technicians and administrators, as well as the housekeeping, security and dining services teams—are here for one purpose: to serve you.

We want you to know, the health and safety of our patients as well as our staff are always our top priorities. We take great pride in being recognized nationally for our high safety standards.

We understand a hospital stay can be stressful. Everyone at Overlake is dedicated to providing you with the most supportive environment to promote your healing. We have developed this handbook to answer many of your questions. If at any time during your stay you have questions about your care or wish to tell us about any special needs, please speak with your nurse or contact the Patient Experience team at 425.688.5613.

**I encourage you to share your feedback about your stay with us.** It will help us better serve every patient and our entire Eastside community.

Our team of professional staff and physicians care for 150,000 lives a year but what matters today is **you**.

Thank you, again, for choosing Overlake. We are grateful for the opportunity to serve you.

A handwritten signature in black ink that reads "Mike".



# TABLE OF CONTENTS

## Table of Contents

Welcome to Overlake Medical Center ..... 1

Services ..... 4

Path to Discharge..... 9

Your Stay ..... 10

For Your Safety..... 14

Managing Pain..... 15

Policies & Notices..... 18

Parking & Campus Map..... 20

## Important Phone Numbers

Billing Office ..... 425.688.5124

Care Management ..... 425.688.5015

Financial Counselors .....425.688.5655 or 425.467.3518

Kaiser Permanente Pharmacy (Bellevue) ..... 425.502.3820

Hospital Operator ..... 0

Patient Action Line ..... 425.688.5191

Rapid Response Team .....Dial 1-2-3 and ask for the Rapid Response Team

Room Service (6:30 a.m.–7 p.m.)..... 425.688.6368

Valet Parking ..... 425.688.5004

Walgreens Pharmacy (Overlake Medical Tower) ..... 425.453.1130



### INTERPRETERS AND ASSISTIVE DEVICES

We have services available to help patients and family members who are deaf, hard of hearing, deaf-blind or who don't speak English. Please tell your nurse if you need an interpreter, or call **425.688.5304**. You can have interpreter services at no charge to you. If you need an assistive device, we have pocket talkers, TTY-phones, video-remote interpreter services and interpreter phones available for you during your stay.



Dial “9” to get an outside line. To reach a number at the hospital, dial the last four digits of the phone number. For example, to reach the Billing Office from your room telephone, dial “5124.”

# SERVICES

## Dining

We offer healthy patient and visitor meals. This includes fresh, organic produce, whole-grain bakery items and fish harvested responsibly. Vending and coffee machine services are located throughout the campus for your convenience.

## Patient Dining

Overlake offers room service dining in order to help promote your recovery and healing. We offer many choices and honor special diets, such as vegetarian, vegan, gluten-free, soy-free, dairy-free and egg-free.

Your nurse will give you a menu with instructions on how to order using your bedside phone. Your meal will be delivered within 45 minutes. You are able to order your meals ahead for delivery at a specific time later in the same day, or even the next day.

Your doctor may have ordered a special diet for your health, such as a low-salt or carbohydrate-controlled. The Room Service Representative who takes your order will help you make appropriate choices from the menu. If you have questions, ask your nurse.

Room service is available **6:30 a.m. to 7 p.m.** Dial **MENU (extension 6368)** to place your order.

## Visitor Dining

**Stanzas Café:** Located just inside the main lobby entrance of the hospital, Stanzas offers families and visitors an ideal spot for coffee, a snack or lunch. Espresso, bistro-style sandwiches, salads, special dishes prepared to order and delicious desserts are all served in a relaxing atmosphere with a cozy fireplace. Stanzas is open Monday through Friday, and hours change seasonally. Closed weekends and holidays.

**The Atrium Café:** Located in the lower level of the main hospital, the Atrium features a wide array of made-to-order deli sandwiches, organic salads, stockpot soups, home-style entrees, healthy snacks and desserts. The Atrium is open daily, **6 a.m. to 7:30 p.m.**



## Pastoral Care & Spiritual Care

Overlake chaplains are available to provide emotional and spiritual support to patients and families of all cultures, beliefs, religious backgrounds and spiritual practices.

**Chaplain (available seven days a week):** During normal business hours, call Pastoral Care at **425.688.5127**.

## TV & Movies

For a full listing of available TV and radio programming, as well as full-length films for patients and visitors, please see the interactive guide on your TV.

## Free Wi-Fi

For your convenience, and those of your visitors, we offer complimentary Wi-Fi. Just choose **OPENFREE** on your Wi-Fi settings; no password is needed.

## Healing Arts

Overlake's Healing Arts program helps reduce stress and enliven the human spirit. Healing Arts services are available on different days in each unit. If you are interested, please ask your nurse when they are available.

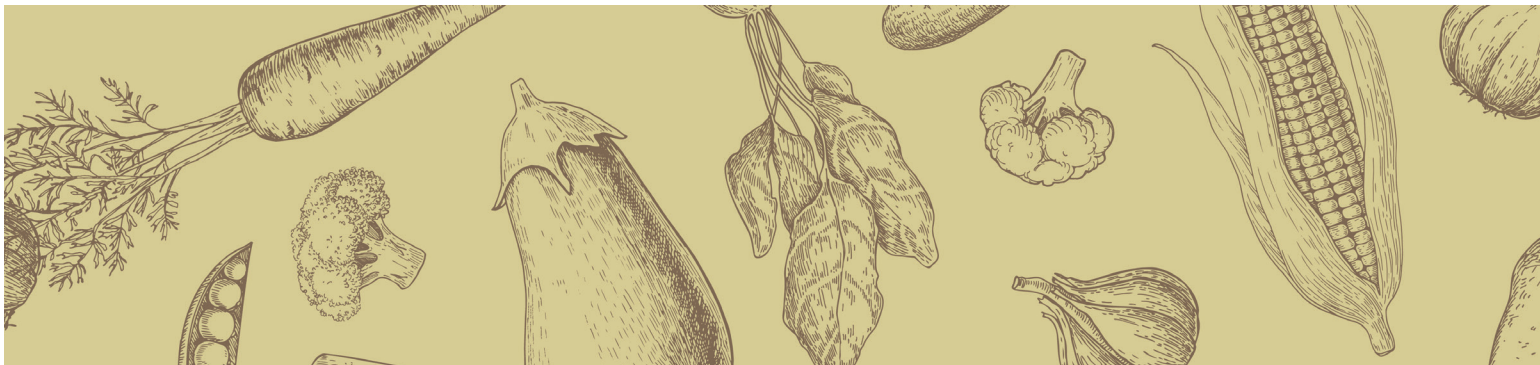
- **Pet Partners:** Trained and certified pets and their owners visit patients on specific units. Please ask your nurse about requesting a visit.

## Noise Control

We understand that hospitals can at times be noisier than your home environment. While we try very hard to reduce the noise around patient rooms, sometimes it may not be enough. If you need more peace and quiet, please ask your nurse for ear plugs and/or eye masks.

## Patient Financial Services

- You will receive your hospital bill about two weeks after you leave the hospital. You may receive more than one bill for the services you received during your stay.
- If you have health insurance, we will bill your insurance company for you.
- If your insurance requires a co-pay, we can collect it before you leave the hospital.
- You may speak to a financial counselor while you are here. Call **425.688.5655** or **425.467.3518**.
- If you have questions, please call the Billing Office at **425.688.5124**.





## Americans With Disabilities Act

At Overlake, we want you to get health information in a way that you understand. We will arrange for an interpreter or other aids for you, your family member or companion who is deaf, hard of hearing or has speech disabilities. These services are free to you.

Under the Americans with Disabilities Act (ADA), people who are deaf, are hard of hearing, or have speech disabilities have the right to ask for aids and services.

If you need such aids or services, call the Interpreter Services office at **425.688.5304**.

- If you are told that you do not qualify for the service, you can ask for a review. Any Overlake employee can contact **425.688.5304** to request assistance or devices on your behalf.
- If you need more help, contact Patient Experience at **425.688.5613**.
- For more information about the ADA, call the toll-free ADA Information Line at **1.800.514.0301** (voice), **1.800.514.0383** (TTY) or visit **ada.gov**.



## If You Need Translation Assistance

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **425.688.5304**。

تعالی مسرت، دینک یم وگتفگ یراف نابز م رگا: هجوت.  
اب. دشاب یم مهارف امش یارب ناگیار تروصب ینابز  
دیریگب سامت **425.688.5304**

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **425.688.5304**.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **425.688.5304**.

ध्यान दें: यदि आप हदी बोलते हैं तो आपके लिए भाषा सेवाएं नःशुल्क उपलब्ध हैं। **425.688.5304** पर कॉल करें।

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。**425.688.5304** まで、お電話にてご連絡ください。

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **425.688.5304** 번으로 전화해 주십시오.

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। **425.688.5304** 'ਤੇ ਕਾਲ ਕਰੋ।

ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la **425.688.5304**.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **425.688.5304**.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **425.688.5304**.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **425.688.5304**.

గమనిక: ఒకవేళ మీరు తెలుగు భాష మాట్లాడగలిగితే, మీ కోరికకు భాషా సహాయక సేవలు, వ్యయం లేకుండా అందిస్తాము. **425.688.5304** కు కాల్ చేయండి

УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером **425.688.5304**.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **425.688.5304**.





# YOUR PATH TO DISCHARGE

## Path to Discharge

We want to help you be ready when it is time to leave the hospital. The Path to Discharge on your blue folder shows you the things that should happen before you go home. We will look at these each morning to make sure you are ready.

**We recommend you have someone help prepare your home for your return by:**

- Turning on the heat so your home is warm.
- Making sure food is available.
- Bringing clothes for you to wear home.
- Ensuring you have a thermometer available.
- Making sure you have a comfortable place to sit and rest.
- Placing a phone within easy reach.

## After-visit Summary

Before you leave, you will receive an after-visit summary containing:

- Home care instructions.
- Your medication list.
- Activity and diet instructions.
- Symptoms to watch for.

To help you get ready for discharge, tell us about your top three concerns before leaving the hospital.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

## WALGREENS DISCHARGE MEDICATION PROGRAM

To help make your discharge from the hospital as smooth as possible, you can choose to have your discharge medications delivered to your bedside Monday-Friday during business hours. This is a service of the Walgreens pharmacy on campus. A representative from Walgreens will visit you on your day of discharge. This program is totally optional.

NOTE: Kaiser Permanente patients will get their medications from the Kaiser Permanente pharmacy. Kaiser Permanente Options members may choose the Walgreens Pharmacy if they desire.

Walgreens Pharmacy  
(Building 3):  
**425.453.1130**





# YOUR STAY

During your stay at Overlake, we want you to be safe, comfortable and informed. Below you will find our quick guide about important safety information. This information is also available as a video by choosing the “Welcome” icon on the main TV screen.

We want to work with you and for you during your stay. At Overlake, you are our partner in care. Tell us about you and what is important to you. Ask questions and tell us what you need.

We understand some family and visitors can help you feel better. If there is someone you do not want to see, just let us know and we can help. There may be situations when limiting or restricting visitors is necessary to ensure the safety of patients and staff; if you have questions about our current visitor management process, please ask your nurse.

## Staff ID Badges

Feel free to ask anyone to see their hospital identification.

## Patient ID Band

Check your ID band. Is your name spelled correctly? Is your date of birth correct? If you have allergies, do you also have a red armband?

## Patient Verification

We will always make sure we are giving the right patient the right treatment. We will always check by asking you to tell us your name and birthdate. We will ask every time. We want to keep you safe.



## Medication Safety

Ask us about the medicines we give you. If you do not know the medication, or if the amount does not seem right, ask us to check again.

- Tell someone immediately if you think you are having a reaction to a medication. You might feel itchy, or develop a headache, nausea, vomiting or blurry vision.
- If you do not get a medication that you normally take at home, tell your doctor or nurse.
- Ask your doctor or nurse what a new medicine is for and how it will help you.
- Have the brand names and any other names for the medicine written down for you. (Check your after-visit summary.)
- Find out how to take the medicine and for how long.
- Ask about side effects and what to watch for when you take the medicine.
- See pages 16 and 17 in this booklet for important medication safety information.

## Call, Don't Fall!

When you are in the hospital and taking medications, you may be unsteady on your feet. Your nurse will check you to see if you are at risk for falling. If so, the staff will take special care of you such as by:

- Staying with you when you are in the bathroom.
- Giving you a bed or chair with an alarm.
- Helping you when you walk.

Let us know if you need to get up. Press the call-light button to call your nurse for help.

## You & Your Healthcare Team

Your doctors, nurses and technicians want to hear from you, and we know you want to hear from us. Here are some of the ways we will keep in touch:

- **Call lights:** Use the call light button to contact your care team. We aim to respond within five minutes. If we did not meet that goal, ask to talk to the charge nurse. For your safety, please do not get up without a staff member at your side.
- **Safety/comfort rounds:** For your safety and comfort, a member of your care team will be checking in with you at least once an hour. We will ask how you are doing, if you are having any pain and whether you need to go to the bathroom.
- **Bedside report:** When the nurse's shift has ended, they will introduce you to the nurse taking over your care. Together, we can review what happened during the past shift and ask any questions.

- **Physician visit\*:** Your doctor will generally see you once each day. Your nurse has a clear understanding of your condition, your treatments and the doctor's orders. Feel free to ask your nurse any questions you may have. If you would like the nurse to contact your doctor with a specific question, just ask.

\*Some visits may be virtual.

## Prevent Infections

**Cover your cough:** Please wear a mask if you have a cough, if it is flu season, or if you are instructed to do so by a staff member.

**Wash your hands:** Handwashing is the best way to fight the spread of germs. Ask everyone, including healthcare providers and visitors, to wash their hands with soap and water or alcohol-based sanitizer. In the hospital, we remind everyone to clean their hands when entering and leaving your room.

## Prevent Blood Clots

Be out of bed as much as you can. Walk in the halls if your doctor approves it. (If you are on fall precautions, ask for assistance before you get out of bed.)

Exercise while you are in bed: Point your toes toward the bottom of the bed, then up toward your face. Repeat 10 times each hour you are awake.

Talk to your doctor or nurse about your risk for developing a blood clot. Ask if you need medications and/or devices to help reduce your chance of getting a blood clot.

## Smoke & Tobacco-free Campus

There is no smoking on the Overlake campus. This includes e-cigarettes and unregulated nicotine products. If you would like information on nicotine replacement options, please talk to your nurse and provider.

## Informed Consent

Talk to your doctor about concerns you may have regarding any procedure or surgery including:

- Risks and benefits.
- Treatment options.
- What can happen without treatment.

Do not sign the consent until you understand all this information.

If you are more comfortable with a language other than English, request an interpreter to assure complete understanding.

## Visitors

We recognize the important role family and visitors can play in your recovery. In most circumstances, family members and other visitors are welcome. However, in order to ensure the safety of patients and staff, there may be situations when limiting or restricting visitors is necessary. If you have questions about our current visitor management process, please ask your nurse.

- Consider other patients and families as well, especially if you are sharing a room.
- Your support person can help to manage your visitors if you need to rest.
- You may want to have someone you know help you make decisions while you are in the hospital. By law, you can appoint a patient representative to do just that.

- You can name someone to act on your behalf in case you are unable to make decisions.
- Your representative can receive all the information you receive and a copy of all the documents you receive while you are in the hospital.
- You can also change your mind at any time about your representative.

Due to general health issues, only service animals that meet the ADA definition of a service animal may come to visit. However, service animals may be excluded from limited-access areas that employ general infection and sterility control measures.

- Emotional support animals are not considered service animals by the ADA or Washington state law and are not protected by the laws outlined for service animals.
- Pets are not allowed.

**We reserve the right to modify visitation for the safety of our patients, visitors and staff as needed.**

## Your Patient Experience

At Overlake, our goal is for you to have a superior patient experience. After your stay with us, you may receive a survey in the mail, in an email or via text message. We strive to achieve exceptional service and value your honest feedback on our survey.



## Rapid Response Team

If you, your family or visitors notice that you are becoming sicker, tell your nurse right away.

Tell us if you:

- Are finding it harder to breathe.
- Have chest pain.
- Have a feeling that something does not look or seem right.
- Are sleepier than usual or unusually slow to wake.
- Are confused.
- Have any unexplained, strong pain.

## Alarms

Some of the equipment in your room may have an alarm that might sound like a beep or a bell. Staff hear the alarms and will respond.

## Smartphones

When we're on the phone, it's all about patient care.

We use specialized smartphones to coordinate patient care with less noise and more efficiency.

We are working to enhance your patient experience and safety at all times.

## PATIENT REPRESENTATIVE Q&A

### Do I have to name a representative?

No. You can decline when we ask. You can also change your mind later.

### What about my durable power of attorney for healthcare (DPOA)?

Your relationship with your DPOA does not change if you designate a representative.

### If my son who lives in another state is my DPOA, why would I want a representative?

Many patients have DPOAs on file. Sometimes this trusted person is out of the area or unable to be with you in the hospital. You are allowed to

designate a representative for this hospital stay to support you and help you make decisions. This could be a trusted friend or neighbor.

**If my DPOA is unable to be with me, can someone else help me?** You can have visitors at any time. You can also appoint a support person who can support you during your stay and help you manage your visitors.

**If you have any questions, please ask to talk to Care Management at 425.688.5015.**



# FOR YOUR SAFETY

# MANAGING PAIN

When you are in the hospital, illness, injuries, surgery and medications all may increase your risk of falling. To help keep you safe, we may use some of the tools below to move you in a safe and comfortable way. If you need to get out of bed, always have staff help you.

## Bed Alarm

An alarm on the bed lets us know when you are out of bed.

## Call Light

Press the button to call your nurse for help. If you need help moving around, please call before getting up. We want to keep you safe.

## Daily Room Clean

For your health and safety, our Environmental Services staff will clean your room daily. If you have additional housekeeping needs, please let our staff know.

## Gait Belt

The belt fits snugly around your waist and helps us support you when you are walking around the unit.

## Getting Out of Bed

Do not get out of bed, out of the chair or off the toilet without a staff member to help. A staff member must be with you during all out-of-bed activities for the entire time you are in the hospital. Do not practice with your support person without a staff member present.

## Lifts

Sometimes we can use a mechanical lift to move lift and hold you. A sling connects to the lift to support your weight. Some lifts can move from room to room. In some units, the lifts are connected to the ceiling.

## Pink Slips

Sometimes we use transfer sheets, called "pink slips" to make it easier to move you in bed.

## Safe Footwear

We will give you non-skid footies to help keep you from slipping and falling.

## Walkers & Wheelchairs

If you need a walker, we will get you one that fits you. If needed, we will get you a wheelchair.



When you are in the hospital, you might have some pain. We will do everything we can to help you manage your pain. There are several parts to your pain control plan:

## The Level of Pain You Feel

We ask you to help us measure your pain level by asking questions such as:

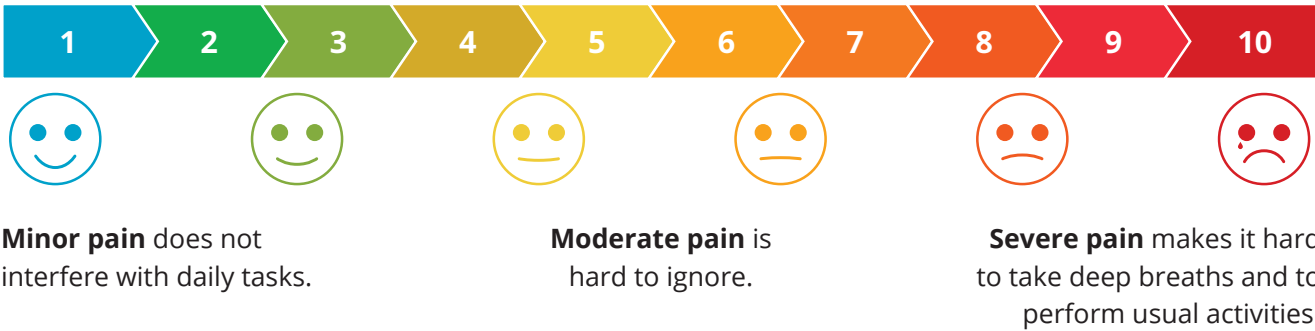
- "Tell me about your pain."
- "If a 10 means the worst pain you can think of—and a 0 is no pain at all—what is your pain?" If giving your pain a number does not work for you, ask your nurse about using another scale. Or, think about using the Numeric Pain Scale below.
- "Has your pain changed in the last hour. Has it become better or worse?"
- "Where does it hurt?"

We will ask you many times a day about your pain. Please let us know if you are uncomfortable.

## Your Pain Goal

- What level of pain can you tolerate? When you're not in the hospital and your head hurts, what is a reasonable amount of pain that you can deal with—is it a 3 or a 5 out of 10? Once we know that, we can be sure to manage your pain to that level.

## The Numeric Pain Scale



Please understand that a goal of "no pain" is not realistic. If you are not feeling anything, you may have too much medication. This can cause confusion, nausea, vomiting and trouble breathing or seeing.

## Your Pain Control Options

- A complete pain control plan can include ice, movement, meditation and music, as well as medication. Distractions, such as entertainment or relaxation techniques, can also help.
- If you will be taking narcotic medications, we will check on you frequently to make sure you are breathing well. Sometimes we may need to wake you during the night. This is for your safety.



## We Need You to Tell Us:

- If the pain control plan is working. We might ask you if your pain got better or worse after using an ice pack or having medication.
- If you feel like throwing up.
- If your vision changes or you see unusual things.








Know Your Medications & Side Effects

A side effect is a reaction to a medicine.







Treats Infections

Type of Drug	What is it for?	Common Side Effects	Name of Medication
 Antibiotics	treats infections	diarrhea, nausea, headache, metallic taste in mouth	amoxicillin, Bactrim®, levofloxacin, cephalexin, azithromycin
 Antifungals	treats fungal or yeast	abdominal pain, nausea, diarrhea	fluconazole, ketoconazole, voriconazole, nystatin

Cardiac (Heart and Circulation)

Type of Drug	What is it for?	Common Side Effects	Name of Medication
 Anticoagulants (blood thinners), Antiplatelets	helps prevent stroke, heart attack, & other heart/blood vessel problems	bruising, unusual bleeding, fever, weakness, pale skin	warfarin, heparin, enoxaparin, Eliquis®, Xarelto®, Plavix®
 Blood Pressure Medications	helps control fast heart rate and blood pressure	 <b>fall risk</b> , tremors, tiredness, fainting, cough	metoprolol, atenolol, losartan, lisinopril, carvedilol, amlodipine,
 Cardiac Agents	helps heart function and heart rate	 <b>dizziness</b> , change in heart rate, tiredness	digoxin, diltiazem, amiodarone, sotalol, verapamil
 Cholesterol Medications	lowers cholesterol	upset stomach, loose stool, gas, muscle pain	rosuvastatin, atorvastatin, simvastatin, pravastatin, lovastatin
 Diuretics, (water pills)	removes excess fluid, decreases blood pressure	 <b>fall risk</b> , <b>dizziness</b> , frequent urination	furosemide, hydrochlorothiazide







Help Manage Pain

Type of Drug	What is it for?	Common Side Effects	Name of Medication
 Anti-inflammatory/ Pain Agents	decreases inflammation/ swelling & pain	heartburn, nausea, upset stomach	aspirin, celecoxib, meloxicam, ketorolac, ibuprofen
 Muscle Relaxants	decreases muscle spasm	 <b>fall risk</b> , <b>dizziness</b> , drowsiness, fatigue	cyclobenzaprine, methocarbamol, baclofen, carisoprodol
 Pain Medications	Reduces pain	 <b>fall risk</b> , drowsiness, dry mouth, constipation	fentanyl, hydromorphone, morphine, Hydrocodone, oxycodone, tramadol
 Proton Pump Inhibitor	treats heartburn, stomach ulcers, GERD	constipation, muscle cramps, weight gain	omeprazole, pantoprazole







Know Your Medications & Side Effects

A side effect is a reaction to a medicine.

Well-Being

Type of Drug	What is it for?	Common Side Effects	Name of Medication
 Antidepressants	helps with depression	drowsiness, dry mouth, constipation, blurred vision	mirtazapine, fluoxetine, sertraline, escitalopram, citalopram
 Nicotine Supplements	helps with nicotine withdrawal	 <b>dizziness</b> , increased heart rate, headache, insomnia	nicotine patch
 Sedative, Sleep Aids, Antianxiety	helps to relax and sleep	 <b>fall risk</b> , somnolence, headache, fatigue, confusion	melatonin, trazodone, zolpidem, lorazepam, midazolam, alprazolam
 Antiemetics	relieves nausea	drowsiness, headache, constipation, diarrhea	ondansetron, prochlorperazine, metoclopramide, promethazine

Specific Conditions

Type of Drug	What is it for?	Common Side Effects	Name of Medication
 Anticonvulsants	prevents seizures	drowsiness, dry mouth, blurred vision	phenytoin, levetiracetam, carbamazepine, lamotrigine
 Antidiabetics	controls blood sugar levels	 <b>dizziness</b> , tremors, tiredness, diarrhea, fainting	glipizide, glyburide, metformin, Januvia®, Insulin
 Inhalers	helps breathing problems	altered heart rate, dry mouth, headache	albuterol, salmeterol, formoterol, fluticasone, mometasone
 Laxative/Fiber	helps with constipation	diarrhea, abdominal cramping & discomfort	bisacodyl, docusate, senna, Metamucil®, Miralax®
 Corticosteroids	helps with inflammation	weight gain, puffy face, nausea, mood swings, trouble sleeping	hydrocortisone, Cortef, prednisone, Celestone, Kenalog
Other:			
Other:			



# POLICIES & NOTICES

## Nondiscrimination Policy

Overlake Medical Center & Clinics complies with applicable federal civil rights laws and does not discriminate, exclude, or treat people differently on the basis of race, color, national origin, age, disability, religious creed, ancestry, medical condition, marital status, gender, gender expression, sexual orientation, genetic information, military/veteran status, pregnancy, or immigration status.

## Language Assistance Policy

Overlake Medical Center & Clinics provides:

### Free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters.
- Written information in other formats (large print, audio, accessible electronic formats, other formats).

### Free language services to people whose primary language is not English, such as:

- Qualified interpreters.
- Information written in other languages.

If you need these services, call **425.688.5304**.

If you believe that Overlake Medical Center & Clinics has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, religious creed, ancestry, medical condition, marital status, gender, gender expression, sexual orientation, genetic information, military/veteran status, pregnancy, or immigration status, you can file a grievance with:

Overlake Medical Center & Clinics  
Quality of Care and Regulatory Department  
1035 116th Ave NE  
Bellevue, WA 98004  
Phone: **425.866.5191**  
Email: [patient.action@overlakehospital.org](mailto:patient.action@overlakehospital.org)

You can file a grievance in person or by mail or email. If you need help filing a grievance, an

Overlake Medical Center patient advocate is available to help you.

Phone: **425.866.5191**  
Email: [patient.action@overlakehospital.org](mailto:patient.action@overlakehospital.org)

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at **ocrportal.hhs.gov**, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Ave SW  
Room 509F, HHH Building  
Washington, DC 20201  
Phone: **1.800.696.6775, 800.537.7697** (TDD)

Complaint forms are available at **hhs.gov/ocr/complaints**.

## Patient Responsibilities

- You have the duty to give your doctor or nurse true and complete information about your illness and past health.
- You have the duty to tell your doctor or nurse if you do not understand what they are telling you.
- You have the duty to tell your doctor or nurse if your condition changes or if you start having problems.
- You have the duty to follow the rules of the hospital.
- You have the duty to treat the healthcare team with respect.
- You have the duty to give accurate information about insurance.
- You have the duty to pay your bill and tell us if you need to make special payment arrangements.
- For a complete list of patient rights and responsibilities, visit **overlakehospital.org/patientrights**.

## You Have the Right:

- To information about your care.
- To receive information in a way you understand. You have the right to an interpreter or other communication aid if you do not speak English, if English is your second language, if you are deaf or hard of hearing, if you have vision issues, have cognitive impairment or have speech difficulties. Qualified interpretive services will be provided free of charge.
- To be involved in planning your care.
- To have visitors. There may be situations when limiting or restricting visitors is necessary to ensure the safety of patients and staff; if you have questions about our current visitor management process, please ask your nurse.
- To be treated with respect.
- To appropriate assessment and management of pain.
- To make advanced treatment directives and to have your caregivers follow your wishes. Additional information available upon request
- To know who is responsible for your care and who is performing a procedure or treatment.
- To be safe while in the hospital.
- To privacy.
- To be free from any form of restraints unless needed for your own safety or the safety of others.
- To have family or your representative and your physician be told of your admission to the hospital.
- To talk about concerns or complaints about your care without fear of getting poor treatment. To have your concerns reviewed in a timely manner and, when possible, resolved in a timely manner.
- To end-of-life care.
- To your medical record.
- To an itemized and detailed explanation of your bill when requested.
- To accept or refuse treatment, and to accept or refuse to participate in research studies.
- To pastoral care and other spiritual services.
- To give or withhold consent to produce or use recordings, films or other images of you for purposes other than your care.

- To donate tissues and organs after consultation with medical staff and your representative.
- To be transferred to another facility at your request or when medically appropriate and legally permissible and have received a complete explanation of the need for such a transfer.
- To receive information about your treatment needs after you discharge.

If you have concerns about your care, contact:

- Overlake Medical Center – Care Management: Phone: **425.688.5015**
- Washington State Department of Health Complaint Line: Phone: **1.800.633.6828** (toll-free)
- Joint Commission Complaint Line: Phone: **1.800.994.6610** (toll-free)

For a complete list of patient rights, visit **overlakehospital.org/patientrights**.

## Share Your Concerns

We welcome your questions, suggestions or any concerns. We want you to have an excellent patient experience. If you have a concern, ask to talk to:

- The charge nurse on your unit.
- The nurse supervisor or nurse manager.
- If you are still concerned, you can call: Overlake's Patient Experience Team at **425.688.5613** and leave a message.

You have the right to contact:

- Washington State Department of Health at **1.800.633.6828**.
- Washington State Department of Health Complaint Intake  
P.O. Box 47857  
Olympia, WA 98504-7857.
- The Joint Commission at **1.800.994.6610** to report concerns or to register complaints.
- For quality concerns contact: Kepro at **888.305.6759**.

# PARKING & CAMPUS MAP

## Parking & Campus Information

Access to the main hospital campus is available from 116th Ave NE. Emergency Room access is located off NE 10th St.

## GARAGE ACCESS & RATES

The hospital parking garages are available 24 hours a day.

Patients and visitors are issued a parking ticket at the garage entrances, which is used to calculate the time they have parked at Overlake.

Parking at Overlake garages is free up to 1.5 hours, while Building 5 parking is free for up to 1 hour.

Valet parking is available Monday–Friday for \$7. Cars with a disabled parking placard may use valet parking for \$2.

For current parking rates beyond the free time periods, please visit our website: [overlakehospital.org/visit/campus-map-parking](https://overlakehospital.org/visit/campus-map-parking).

If you have any questions or need assistance, please call ABM parking services at Overlake 425.688.5277.

## PARENT & BABY CARE CENTER HAS A NEW LOCATION:

Lester Professional Plaza  
1800 116th Ave NE  
Suite 201  
Bellevue, WA 98004

## Building Information

### BUILDING 1 (East Tower)

- Level 1: Admitting  
Conference Rooms  
Gift Shop  
Pharmacy
- Level 2: Labor & Delivery  
Obstetrics Emergency Department  
Antepartum
- Level 3: Postpartum Unit  
Neonatal Intensive Care Unit (NICU)
- Level 4: Telemetry  
Oncology
- Level 5: Orthopedics

### BUILDING 1 (South Tower)

- Level 1: Emergency Department
- Level 2: Post Anesthesia Care (PACU)
- Level 3: ICU, Critical Care
- Level 4: Telemetry  
Progressive Cardiac Care
- Level 5: Bariatric Surgery  
General Surgery

### BUILDING 2 (West Tower)

- Basement Level: The Atrium Cafe
- Level 1: Lobby  
Heart & Vascular  
Medical Imaging
- Level 2: Surgical Admitting for Main Surgery  
Neonatal Intensive Care Unit (NICU)
- Level 3: Special Procedures/Short Stay/Infusion
- Level 4: Medical-Surgical

### BUILDING 3 (Overlake Medical Tower)

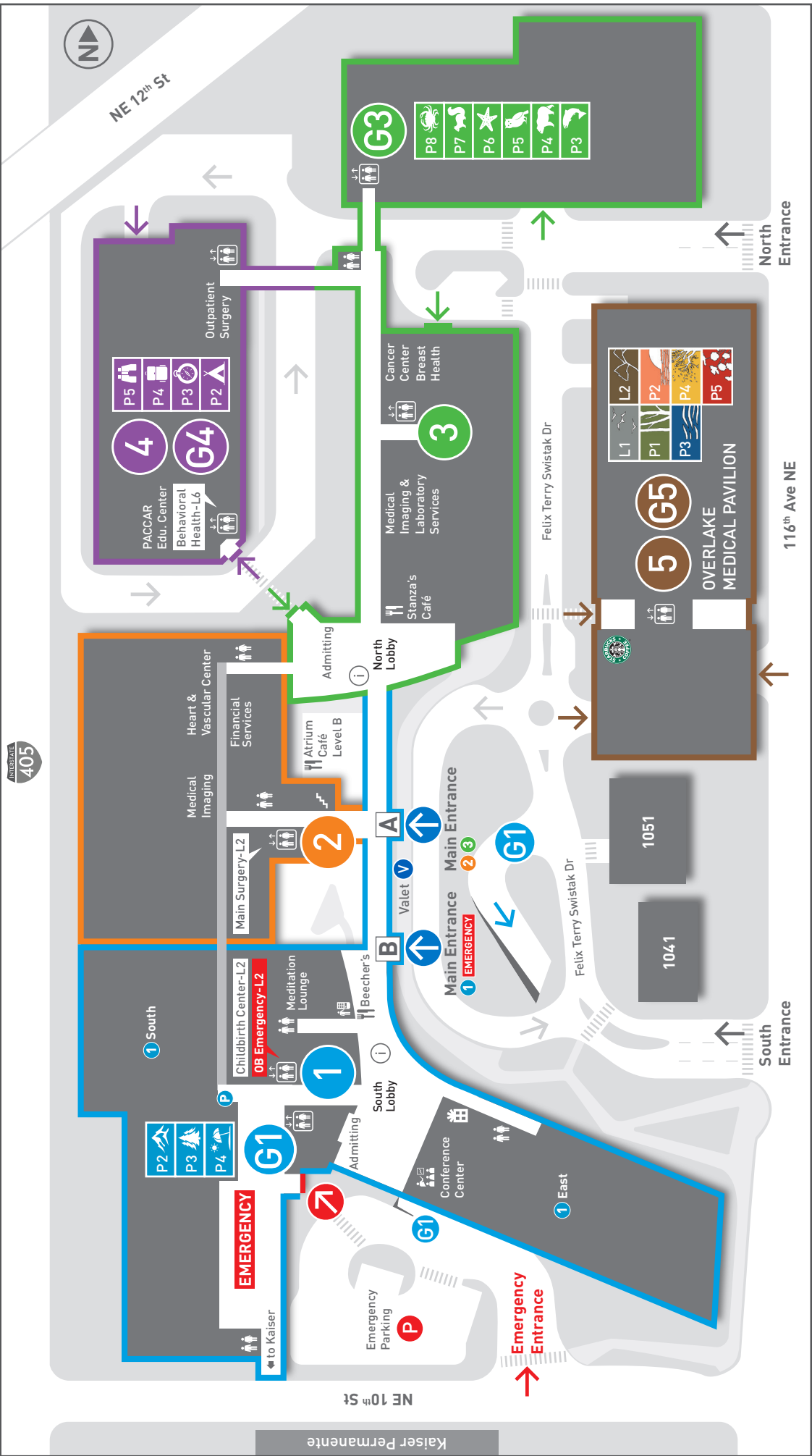
- Level 1: Admitting  
Stanzas Cafe  
Laboratory  
Pharmacy (Walgreens)  
Outpatient Medical Imaging
- Levels 2–6: Clinics

### BUILDING 4

- Level 1: PACCAR Education Center  
Conference Rooms  
Outpatient Surgery & Recovery

### BUILDING 5 (Overlake Medical Pavilion)

## CAMPUS WAYFINDING MAP



BUILDING KEY	
	BUILDING 1 GARAGE G1
	EMERGENCY
	OB Emergency
	Childbirth Center
	Boutique
	Vending
	Conference Center
	Pay Station
	BUILDING 3 GARAGE G3
	BUILDING 2 GARAGE G2
	Main Surgery
	Medical Imaging
	Heart & Vascular Center
	Financial Services
	BUILDING 4 GARAGE G4
	Outpatient Surgery
	PACCAR Education Center
	Behavioral Health
	BUILDING 5 GARAGE G5
	Overlake Medical Pavilion





## Celebrating Compassionate Care by Nurses



### About the DAISY Award

The DAISY Award is a nationwide program that rewards excellence in nursing. The award is given to outstanding registered nurses in more than 200 hospitals across the United States.

### About the DAISY Award

Patients and/or patients' family members may nominate a deserving registered nurse for the DAISY Award. Please feel free to ask your nurse for a nomination form or submit it online. Learn more at **overlakehospital.org/daisy** or scan the QR code below with your mobile device.



**OVERLAKE** | MEDICAL CENTER  
& CLINICS

1035 116th Ave NE, Bellevue, WA 98004

**425.688.5000**

[overlakehospital.org](http://overlakehospital.org)