



# Cordova Community Medical Center

## Frequently Asked Questions

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If you don't find the answer below, please feel free to contact CCMC Front Desk (907-424-8000) and they can direct you to the appropriate department.

**Visitors** ~ We encourage visitors as an important part of your wellness. Visiting hours are from 8:00am – 10:00pm, but please have visitors check in with nursing staff prior to entering your room. Special arrangements can be made to restrict visitors and phone calls according to patient and family needs. Full visitation policy is available upon request.

**Smoking** ~ Cordova Community Medical Center is a smoke free facility. Smoking is not allowed anywhere inside the facility at any time by patients, employees, or visitors.

**Your Room and Amenities** ~ Your room will be assigned to you based on availability at the time of your admission and your diagnosis. Rooms are furnished with an adjustable bed, cable television, and telephone. Nursing staff will familiarize you with the operation of the bed, television, and call button.

**Computer and Internet Services** ~ We are a wireless internet facility, and will be happy to hook up a laptop computer to use in your room if you wish to access the internet. Please ask your nurse to contact our onsite IT Staff at ext. 221 if you would like this service.

**Meals** ~ Food is an important part of your healthcare, and our dietary department will visit you to discuss your diet while in the medical center. We do our best to provide you with delicious, nutritious, home-cooked meals. The daily menu is posted every morning in the Day Room. If you have any special diet needs or food preferences, please don't hesitate to let staff know and we will do our best to accommodate you. Mealtimes are generally as follows: Breakfast: 8:30 am; Lunch: 12:30 pm; Dinner: 5:30 pm, with an evening snack mid-evening. **Guest Meals:** We are happy to provide extra meals for your visitors who wish to share a meal with you. Please let the nurse on duty know at least 2 hours before mealtime that you plan to order a guest tray. Guest meals are \$10. Please pay in cash at the front desk.

**Medications** ~ Please bring a list of all your medications, including the dosage and the names of the physicians who prescribed them. Your physician will prescribe any medication required during your hospital stay, but you may bring all your medications with you so medical staff can see what you are taking.

**Going Home** ~ Your health care team will work with you to plan your discharge to make your transition from CCMC to your home or next environment as comfortable as possible. They will review your post-acute needs and provide you with pertinent information and community resources available to assist you.

**Discharge Reminders**

- Take your time to prepare to leave the medical center. When you are ready, be sure to see the nurse on duty in order to sign out, receive any discharge instructions, and retrieve any valuables that you may have left on admission.
- If it is important for you to leave at a specific time of day (to catch the ferry or airplane), be sure to let the discharge planner know as soon as possible.

**Billing** ~ Our admission staff will collect your insurance information during the admission process to help ensure you receive maximum insurance benefits for your hospital stay.

If you receive services from our radiology department, you will receive a separate bill from the organization that will read your images.

If you have any questions or concerns regarding your bill, feel free to contact the billing office at any time before, during, or after your stay. The office is open 8 am - 5 pm Monday - Friday. During your stay, the billing office can be contacted by dialing extension 225.

## Concerns?

It is extremely important to us to make your stay as comfortable as possible. If you have any concerns about your stay, please voice them to our staff. If you have a complaint or a concern about how you are treated while a patient at CCMC, please contact Rebecca Carnell, our Director of Nursing Services at extension 261. CCMC is committed to serving all patients regardless of race, color, creed, sex, national origin, disability, or ability to pay.

**We value your feedback!**