



## Hospitals: What YOU Should Know

Hospitals are needed when you are very sick but more, and more, things can be done to avoid going to the hospital or Emergency Rooms. If you are sick enough to be admitted to the hospital, we can work closely with you to make the transition home easier and once home, make you less likely to be readmitted to the hospital. We want to be involved in your health as soon as possible to hopefully prevent an ER visit or hospitalization.

### **What can you do to prevent having to go to the hospital, you say?**

Come in for your regularly scheduled appointments. We will give you mail reminders and calls to come in, but this will ultimately be your responsibility.

If you do start getting sick or feeling worse, LET US KNOW. Some issues may be able to be handled over the phone, but we are also doing a lot to make sure that all of our providers have same day availability when working in the office. If you cannot see your regular provider, another provider is available most every day.

### **What should you do before going to the hospital?**

If you are not having a life threatening problem, call our office. During normal business hours, you can speak to a member of your care team or the on-call provider's care team. All of our providers have same day appointments available for urgent problems.

After hours, you can contact the on-call provider by calling 303-673-9090 and follow the prompt. The on-call provider can help you determine if your problem can wait until the next day or give you advice on how to relieve your symptoms, and maybe avoid a trip to the emergency room.

### **What should you do if you have to go to the hospital?**

If possible, bring your last patient plan with you to the hospital. You should receive one of these with every visit to one of our providers. It contains your recent problems and a list of your current medications.

Let the admitting office and/or your emergency room provider, know that we are your primary care provider. We recommend that you carry several of our business cards with you to hand to the hospital staff. We receive medical records electronically from many area hospitals **but only if they know you are our patient.**

Call our office if you do not receive a call from us the day after you are discharged from the hospital. We want to see you within 3 days of your discharge. If you can't make it to the office within 3 days due to transportation reasons, let us know. Transportation may be available.